McPhail
FUEL COMPANY

PROPANE COMFORT

FALL 2026

Local People. Local Propane.

Dear Valued Customer,

As fall approaches, we want to personally thank you for choosing McPhail Fuel Company.

For more than 140 years, families and businesses across Sonoma, Marin, and Napa counties have trusted us to keep their homes warm, their businesses running, and their loved ones safe. **We never take that trust for granted.**

Today, there are more choices than ever when it comes to home energy. New technologies, changing regulations, rising energy costs, and the increasing cost of just about everything can make it difficult to know what's best for your home and your budget. **Our goal has never been simply to deliver propane. We want to be a trusted resource that helps you make informed decisions**, with honest advice, practical solutions, dependable service, and fair, competitive pricing.

As a locally owned, family-owned company, we believe customer service still matters. When you call McPhails, you'll speak with someone right here in the North Bay. Our drivers, technicians, and customer service team live in the same communities we serve and take pride in treating every customer like a neighbor.

Thank you for allowing us to earn your business. We appreciate your loyalty and look forward to serving you and your family for many years to come.

Warm regards,
Matt Hernandez
President

What You'll Find Inside:

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(707) 285-3525 • fuel@mcphails.com • mcphails.com

SUPPORTING OUR LOCAL FIRST RESPONDERS

McPhail Fuel Company recently partnered with the **Western Propane Gas Association (WPGA)** to provide specialized propane safety training for local first responders. The training brought together fire, CHP, EMS, and HazMat personnel for classroom instruction followed by hands-on training at our Cotati facility.

Using McPhails equipment, first responders trained with propane delivery trucks and residential and commercial tanks, preparing them to respond safely to propane-related emergencies.

We're proud to support those who help keep our communities safe!

EMPLOYEE SPOTLIGHT

Meet Jason & John

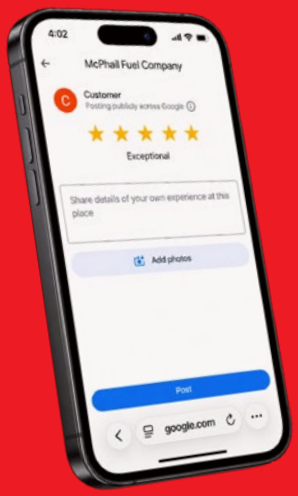
JASON NOBLE
Operations Manager
14 Years of Service

Jason leads our delivery and service teams. He keeps our drivers and technicians efficiently scheduled and ensures propane reaches our customers safely and reliably.

GIANCARLO "JOHN" POLI
Service Technician
8 Years of Service

A military veteran, John brings valuable plumbing experience to his role. He sets propane tanks, completes installations, and handles service and repairs. John is also known for his exceptional customer service!

Thank you, Jason and John, for your years of dedication and great service!



Like Our Service? Share a Review

Happy with McPhails? Tell a neighbor and leave us a review on Google or Yelp. Your support helps other local families find a propane company they can trust.

Google

yelp

THANK YOU FOR SUPPORTING LOCAL!

REPLACING YOUR FURNACE OR WATER HEATER? KNOW YOUR OPTIONS

You may have heard about new Bay Area Air Quality Management District rules affecting certain natural gas appliances. The good news for propane customers is that **those rules don't apply to propane furnaces or water heaters.** There are currently no restrictions on installing or replacing propane-fired residential furnaces or water heaters in the North Bay.

Considering an electric heat pump instead? Heat pumps work well in some homes, but they may require electrical upgrades and other added installation costs. Compare the total install price, long-term operating costs, and available rebates before you decide.

We believe homeowners deserve honest, balanced information. If you're weighing your options, we're happy to explain the differences.

Call (707) 285-3525 or visit mcphails.com.

SAVE ENERGY WITHOUT SACRIFICING COMFORT

A few simple changes can lower your energy use while keeping your home comfortable.

- **Adjust your thermostat** when you're sleeping or away from home.
- **Stop drafts** with caulking or weatherstripping around doors and windows.
- **Set your water heater** to 120°F when appropriate.
- **Maintain your appliances** so they operate safely and efficiently.
- **Use the sun's warmth.** Open curtains and blinds on sunny days, then close them at night to hold heat inside.

Have questions? Give us a call. We're always happy to help.

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Frequently Asked Questions about Propane

1. What Should I Do If I Smell Propane?

- No flames or sparks. Don't use lights, appliances, or phones.
- Leave the area immediately.
- Shut off the tank valve if it's safe to do so.
- From a safe location, call 911, then McPhails at (707) 285-3525.
- Don't return until a responder or qualified technician says it's safe.

2. How Do I Read My Propane Tank Gauge?

Lift the dome and find the gauge marked 5 to 95. Those numbers are the percentage remaining, not gallons. Call for a delivery when it's at 20%, especially during colder weather.

3. Why Isn't My Propane Tank Filled to 100%?

Tanks are filled to 80% to 85% on purpose. The extra space lets propane expand safely as temperatures rise. It's a built-in safety feature.

4. When Should I Call for a Propane Delivery?

At 20%. Waiting longer risks a run-out, especially in winter when usage climbs. For added convenience, ask us about automatic delivery or a wireless tank monitor.

5. What Happens If I Run Out of Propane?

A run-out is more than an inconvenience. Air can enter the system, requiring a technician to leak test, pressure test, relight your appliances, and verify safe operation. Avoiding a run-out saves time, money, and helps keep your home safe and comfortable.

6. Does Propane Expire?

No. Unlike gasoline or diesel, propane has an indefinite shelf life. However, your tank and system should still be inspected periodically to make sure they're running safely.