

THE VALUED CUSTOMER

•SPRING 2011•

¹safe·ty  *noun* \ˈsāf-tē\
A small speaker icon is positioned between the word 'safe·ty' and the word 'noun'.

What is Safety?

According to the dictionary safety is defined as: **the state of being safe**; freedom from the occurrence or risk of injury, danger, or loss. What does safety have to do with a propane business? Because propane is described as extremely flammable, dangerous and explosive it is our duty to warn our customers of these hazards and provide tips on propane safety.

For more safety tips see the back of the delivery ticket that the driver leaves at your door ☺

The Do-it-Yourselfer

If you switch out a gas appliance, call our office to schedule a leak test. Some think a leak test consists of smelling around the appliance to see if an odor is detected, but there is more to it than that. In order to ensure the safety of you and your family - please let us come and do a pressure leak test of your gas system to ensure there is no propane leaking.



"Sorry, I'm afraid it was a false alarm. It turns out that 'the emergency gas leak' was my husband."

Mountain West Propane, Inc.

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435-353-4562
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"Where our Service is your Safety"

Safety Tip

- Always transport and store cylinders in a secure and upright position so they will not fall or roll.
- Never transport in the passenger compartment of any vehicle.
- Never transport without closing and sealing the valve.

Ready for summer?

Stop by our office in Neola and get your propane cylinder filled so that you will be ready to use your gas grill at this summer's bbq.
Monday - Friday
8am-5pm



"Where our Service is your Safety"

Kevin and Shane Duncan, owners of Mountain West Propane, Inc. explained what this NEW company slogan means; we are committed to the highest levels of safety within our organization and industry. MWP is consistently setting the standard for safety within our service area and beyond. MWP has a Gas Check Safety program that is an added service provided to our customers at little cost to them. Our "Out of Gas Policy", although detested by some, is aimed at keeping our customers safe and in compliance with regulatory codes.

For Example: You try to light a burner on the cook stove and nothing happens. You go to check your propane tank, leaving the burner still on. You realize you are out and call for propane. When it is delivered, gas begins pouring into your home from the unintentionally left on burner, fire or explosion could result. For this reason, our company policy requires a pressure leak test to be done on any tank that runs completely out. We want to keep you safe.

We feel that safety is where we stand apart from our competition. It has been said that, "Safety doesn't happen by accident." This is why we have adopted the slogan, "Where our Service is your Safety." As the owners, employees, drivers, and secretaries of MWP this means we do all we can to keep you, our customers safe.

EMPLOYEE SPOTLIGHT



Kasey, Amber & Kagen Kissling

Amber Kissling has been working for Mountain West Propane, Inc. for one year. She began working in our office as an expecting mom and now has a little boy, Kagen. Amber works part time, Tuesdays and Thursdays from 10am-2pm, while Kagen is watched by friends and family. ☺

Amber is in charge of entering tickets in the computer and applying payments to customer's accounts. She is very accurate and efficient at her job.

We are happy to have Amber as one of our secretaries! Come by our office and get to know Amber.

Want to conserve money?

See **sections** below!



The **Cash Discount** is a great way to save money - all you have to do is:

1. Order at least 200 gallons or fill your tank.
2. Pay the bill on delivery with cash or check;
OR send check or money order in the mail - so it reaches our office within 7 days of delivery.

The Cash discount means you would get your propane for **.10¢ less** than the regular price **in winter months** (October - March) and **.15¢ less in summer months** (April - September). We encourage you to fill your tank during the summer months and take advantage of this discount.

*The cash discount does not apply to deliveries paid for with a credit card.

Refer a Friend!

We are now offering a \$50 credit if you refer a friend. When they set up an account and lease a tank, your account will be credited.

Contact our office to take advantage of this promotion.

Want Less Worry?

Equal Pay Plan

Sign up for our convenient Equal Pay Plan. Customers on our "Equal Pay Plan" pay in equal installments for their estimated usage on a monthly basis. They are added to our route system and no longer have to worry about checking their tank, avoiding any out of gas fees. Here at Mountain West Propane, Inc. we value our customers and do our best to deliver propane at the best time for you, the customer.

Our equal pay customers receive a **.05¢ discount in winter months** and **.07¢ less in summer months** from the charge price at time of delivery, making this a convenient, cost effective option for propane services.

If you would like to learn more details, please call our office at 353-4562.

Propane Pricing 101

The question, "**what's the price of propane?**" is the most common inquiry that any propane dealer ever answers. The answer will always simply be a dollar figure. However, propane prices are a bit more complex than just a dollar figure measured per gallon. Because propane is a product that is refined from other commodities and is traded on a worldwide market, propane prices can fluctuate greatly. The price is affected by unforeseen climate, economic, and political factors; keep in mind that propane prices are more complex than anyone realizes. One of the main factors influencing the price of propane is demand. Whether or not demand in your area is at a peak level is insignificant. What is significant is whether or not there is demand anywhere else. It doesn't matter who is using the propane, it only matters that it is being used. For more information regarding propane pricing visit www.propane101.com. Predicting the future price is difficult, but historically summer months have been the best time to purchase propane.