

# TIPS FOR WINTER WEATHER

Colder temperatures will be here before we know it! Prep your home for winter now so you don't have to scramble during the busy holiday season.

## 1 Schedule an Annual Tune-Up

A yearly visit from a certified heating technician is essential to keep your heating system running smoothly. A tune-up can also help save energy and money!

## 2 Clear Driveway and Pathways

Regularly shovel, plow, and sand or salt access points to propane storage tanks, exposing the cover if it is underground, to help our delivery team transport your propane in a safe and timely manner.



## 3 Keep an Eye on Vents

Drifting snow can sometimes block exhaust vents. Make sure vents are clear from outdoor blockage to keep airflow open.

## 4 Store Smart

Make sure you do not store any flammable materials or debris in close range of your heating system or vents.

Want more safety and energy-saving tips? Visit [robysgas.com](http://robysgas.com) or call (508) 295-3737

# YOUR LOCAL ENERGY EXPERTS

For over six decades, Roby's Propane Gas has served Southeastern MA and Cape Cod with reliable fuel delivery and professional gas service for both residential and commercial customers. We are proud to offer our community a complete energy experience:

- Residential Propane Delivery
- 24-Hour Emergency Service
- Propane Equipment Installation
- Propane System Maintenance
- Flexible Budget Plans
- Cranberry Grower Propane Support
- Commercial Propane Delivery
- Off-Road Diesel Delivery
- Kerosene
- On-Road Diesel Fuel
- Heating Oil Delivery

**Roby's**  
PROPANE  
**GAS**

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Fall/Winter 2018

## Letter from the President

Dear Valued Customer,

As cold weather returns to the coast of Massachusetts, we'd like to thank you for your continued support as a Roby's Propane Gas customer. We are happy to serve you with reliable heating and energy services to keep your home safe and warm. As a proud member of the South Coast, South Shore, and Cape Cod communities, we at Roby's look forward to serving you this fall and for seasons to come.

The new Roby's Propane Gas website launched last season. We are thrilled to report that customers across our service area are taking advantage of the new convenient features. On the new website, homeowners and business owners can easily access all things energy in just a few clicks, including online bill pay and our complete list of services. On top of total customer convenience, the new website has helped Roby's to go green. Our paperless billing and e-statements are just the beginning of our efforts to develop for the future. If you haven't yet, visit [robysgas.com](http://robysgas.com) to get started!

As a propane customer, you experience the benefits of using propane on a daily basis. Propane is clean, affordable, and super efficient. You can count on it to power all types of home appliances! While propane is a safe energy source, it is important to review industry safety information annually. Please take the time to read the enclosed Duty to Warn information.

Thank you again for choosing Roby's Propane Gas.

Sincerely,  
Wayne Rutledge  
Roby's Propane Gas

WHAT'S INSIDE: Propane Safety Information • Annual Duty to Warn • Tips for Winter Weather

## PROPANE SAFETY 101

Here at Roby's Propane Gas, our top priority is customer safety. We maintain safety requirements and industry best practices to keep homes and businesses safe and warm. Propane is a safe and clean energy option that homeowners and business owners in Massachusetts have depended on for decades. Learn the ins and outs of propane and what makes this fuel a preferred energy choice.



### FUEL FACTS

The propane industry has many requirements and regulations to ensure the utmost safety for propane consumers. The industry code requires all propane gas distribution piping systems to have two-stage regulator systems with built-in relief valves. These features prevent the possibility of overpressurization, which may lead to fire and/or other related hazards. Roby's is pleased to meet and exceed these code requirements to keep our customers safe and warm.

DID YOU KNOW

## IMPORTANT SAFETY INFORMATION FOR 2018

We at Roby's Propane Gas take pride in keeping your home or business protected. Thus, we are providing you with information regarding the use and storage of propane. While propane is a safe, reliable, and clean energy source, it is important that you are aware of these basic safety tips. Please familiarize yourself with the enclosed pamphlet titled *Important Propane Safety Information*.

Understanding how to properly use and store propane, as well as how to detect warning signs of a gas leak, can significantly reduce the risk of a propane-related mishap in your home or business. It is our intent that providing you with this information will also aid in keeping you and our fuel delivery drivers safe. If you have any questions regarding the enclosed propane safety material, please call us immediately and we will be happy to assist you.

Thank you for reviewing the enclosed safety information, and thank you for your business.



## PROPANE FAQs

**Q** What do I do if I smell gas?

**A** If you smell gas in your home or business follow these steps:

1. Put out any open flames. Do not turn on or off any electrical devices.
2. Inform other inhabitants and evacuate immediately.
3. Turn off the gas valve on your propane tank if it is safe to do so. To close, turn to the right (clockwise).
4. Call Roby's Propane Gas from a nearby landline or cell phone immediately.
5. Do not return to the building until a Roby's Propane Gas technician or emergency responder determines it is safe to do so.

**Q** Where does propane come from?

**A** Almost all propane used in the United States is produced by the United States. The U.S. is the leading propane producer in the world. Propane is an American-made fuel that contributes to our economy.

**Q** Does propane produce emissions?

**A** Propane is a low-carbon fuel that burns cleanly and produces significantly fewer greenhouse gas emissions. Additionally, it is a non-poisonous and non-toxic fuel that won't contaminate soil or groundwater.

Review the full safety procedure and more household tips in the included **Important Propane Safety Information** brochure.

**Have questions?**  
Contact Roby's Propane Gas for more information about safe, efficient propane.  
**Visit our website or call (508) 295-3737**