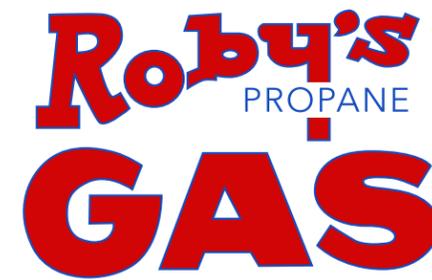


THE ENERGY EXPERTS YOU CAN COUNT ON

For more than 60 years, Roby's Propane Gas has served Southeastern MA and Cape Cod with dependable fuel delivery, expert system service, and professional commercial services. We are proud to offer our Massachusetts customers 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
- Commercial Diesel Delivery
- Kerosene
- On-Road Diesel Fuel



Fall/Winter 2017

Letter from the President

Dear Valued Customer,

As winter arrives to the coast of Massachusetts, we'd like to take a moment to thank you for your continued support. We are honored to help keep your homes and businesses safe and warm from season to season. Roby's Propane Gas is a proud member of the South Coast community and we look forward to serving you for years to come.

In the name of great service, we are excited to announce the launch of our new website. Here, you will have access to new customer-friendly features like paperless billing and online payment options to make managing your energy expenses easier than ever. We have taken care to include valuable resources, like propane safety information, maintenance tips, and commercial service support to create a simple, one-stop shop for all things energy. Visit robysgas.com to get started!

Propane customers already understand the valuable benefits of choosing this versatile energy source. Propane is clean, affordable, and can be used to power a wide range of home appliances. While propane is a safe energy option, 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.

Happy Holidays!

Wayne Rutledge
Roby's Propane Gas

START EARNING REFER A FRIEND TO ROBY'S!

Spread the cheer of top-quality comfort this year. When you refer a new customer to Roby's Propane Gas you will receive a token of our appreciation – \$50.00 towards your account!

Getting rewards is easy; simply follow these steps to give the gift of reliable propane service.

- 1** Call us at (508) 295-3737 with the name of your referral.
- 2** Direct your friend to become a new customer online at robysgas.com or by telephone.
- 3** Once your friend receives their first delivery, you get \$50.00 towards your account. It really is that simple!

LET'S GET STARTED

Contact us at robysgas.com
or (508) 295-3737

REFER A FRIEND, GET REWARDS!

Get **\$50.00** towards
your account when you
refer a friend to Roby's
Propane Gas.

See back for details.

NEW LOOK, SAME GREAT SERVICE

A Website Designed with You in Mind

Being a Roby's Propane Gas customer just got better! Our new website's user-friendly features make paying bills and learning about company services as simple as can be.

What's New

Access everything Roby's in one convenient location. You can find helpful safety information, commercial service support, equipment upgrade options, emergency service details, and more.

- Online Payments
- Paperless Billing
- Propane Safety Guide
- Commercial Service Center
- Customer Testimonials

Commitment to Your Comfort

While our online presence has changed to meet the growing demands of our business, our commitment to our customers remains the same. Whether you choose to connect with Roby's from your computer, on your smart phone, in the office, or by telephone, you can always expect the same quality of professional service.

Discover the
ROBY'S
difference!

Visit our new site
at robysgas.com
to start exploring.



IMPORTANT SAFETY INFORMATION FOR 2017

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 hazard 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.

EASY WINTER SAFETY TIPS

We know that getting ready for the holiday season is on the top of your to-do list, but don't forget about prepping your home for cold weather! Use these industry-approved tips to keep your family and your home safe and warm, no matter how low temperatures drop.

- 1 Clear Driveways and Pathways**
Regularly plow, shovel, and sand or salt entry points and common walkways around your home to help our delivery drivers transport your propane safely and on schedule.
- 2 Clear Vents**
Drifting snow can sometimes block exhaust vents causing dangerous fumes to backup into your home. Make sure your vents are free from blockage.
- 3 Schedule an Annual Tune-Up**
Yearly maintenance from a certified heating specialist is essential to promote safe system operation. A tune-up can also help save money and energy!
- 4 Don't Forget the Basement!**
It is important not to store any flammable materials in close range of your heating system or vents.



Want more
PROPANE
SAFETY TIPS?

Visit us online at
robysgas.com or
call (508) 295-3737