



Unmatched Service
with a Personal Touch

SUMMER / FALL 2019

Donahue GasZette



Helpful Service Reminders, Energy Saving Tips, and Propane Safety Information for Our Valued Customers

Thank You for Choosing Donahue Gas to Serve Your Propane Needs

Dear Valued Customer,

We trust you're enjoying these last weeks of summer. Here at Donahue Gas, we wanted to reach out to you before cooler weather comes our way to share some special messages with you.

First, thank you for being a Donahue Gas customer! We've been providing propane service since 1938 — and our long history would simply not be possible without customers like you. We appreciate your business, and are honored that you have chosen us as your fuel provider.

We also want to assure you that you made a great choice. As a Donahue Gas customer, you benefit with:

- **Over 80 years of experience.** We have installed literally thousands of propane systems! So whether you use propane for your home or business, you can trust us for smart, safe solutions.
- **A family-owned and operated company.** With Donahue Gas, decisions that affect you aren't made by someone in another state. We're fellow neighbors in this community, and we truly care about meeting your needs.
- **Options designed to bring you greater value.** See inside this newsletter for information about Keep Full Delivery, the Budget Payment Plan, Pre-Buy price protection, and our Customer Referral Program.



Thank you again for choosing Donahue Gas to serve your propane needs, and we look forward to serving you throughout the years to come.

Sincerely,

Brian Donahue & Family

5 Reasons Using Propane is Smart

Propane is green. Propane generates less greenhouse gas emissions than electricity.

Propane is efficient. Propane heats faster than electricity, so it helps you save on energy costs.

Propane is versatile. Propane can be used for home heating, space heating, water heating, drying clothes, cooking, gas fireplaces, and even lighting!

Propane is made in the USA. 90% of the propane our country uses is produced right here in America! That means less dependency on foreign fuels, and greater support of our own economy.

Propane is reliable. Many gas appliances continue to operate in power outages.

If you're interested in expanding the use of propane in your home or business just give us a call!

We're here for you 24 hours a day, every day of the year! • www.donahuegas.com



Have greater peace of mind all year long with these smart plan options!

Budget Pay Plan: Enjoy Lower Bills Plus Cap Price Protection, Too

Find it difficult to manage your higher winter propane costs? Consider the benefits of our Budget Pay Plan!

- **Easy monthly payments.** We spread out your annual fuel costs into simple monthly installments.
- **Personalized for you.** We base your payments on your own propane usage, to keep them as low and accurate as possible.
- **No surprises.** You always know how much your propane payment will be, and when it will be due.
- **Extra cap price protection, too!** Our Budget Pay Plan helps you avoid high price spikes with a cap on the amount you can pay for your propane. That means if market rates rise, as they often do during winter, your price can't exceed your cap rate. Plus, if rates fall, we pass on the lower rate to you.

To enroll or learn how low your monthly payment can be simply give us a call.

Keep Full: Save Time & Worry Less

Running out of fuel is more than inconvenient — it can be expensive, too! Runouts require a mandatory gas leak test, and often also include rush delivery fees. That's why we highly recommend our Keep Full service:

- **Save time.** With Keep Full we schedule your deliveries for you based on your own usage needs. That means no more checking your tank, and no more calling every time you need a delivery.
- **Rest easier.** You never have to worry about the consequences of a runout, because we make sure you always have the propane you need.

Pre-Buy: Secure One Propane Rate

With Pre-Buy, you have the option to purchase your winter supply of propane in advance at a special "pre-season" rate. If market rates rise as the heating season progresses, Pre-Buy can offer you significant savings. If you want to learn more about Pre-Buy so you can enroll next year just give us a call.

We have all the information for this 2019 rebate offer. Just give us a call!

Propane Furnace =
\$300
REBATE
Propane
Water Heater =
\$200
REBATE

Propane Furnace and Water Heater Rebates



Right now you can take advantage of a **Propane Appliance Safe Installation Rebate** from the *Indiana Propane Gas Foundation*. This is a great opportunity to:

- Replace your older furnace or water heater with a new high-efficiency unit
- Convert electric or oil heat models to a propane unit for long-term savings
- Reduce your equipment costs for a new home you are building

Want to learn more? Just give us a call! We'll help you every step of the way, including the required Safety Inspection. *Rebate funds are available until depleted, so don't delay!*

Giving Back

At Donahue Gas, we have a high respect for those who have served our country, and are grateful for the sacrifices they made for us all.

That's why we donate each year to the *Pat McAfee Foundation*, an organization that provides college scholarships to children of veterans.

If you'd like to learn more or donate visit thepatmcafeefoundation.org.



The Pat McAfee
Foundation

Help a Friend Become a New Customer and We'll Thank You with a **\$100 CREDIT**

Do you enjoy the quality service you receive as one of our home heating customers? Help someone you know enjoy the same, and we'll thank you with a \$100 credit!

First, share the benefits of working with a family-owned propane company with decades of experience, extra value-added plan options, and uncompromised safety.

Then, use our reply card or call us to give us their contact information. Once your referral receives their first propane fill, you'll receive a \$100 credit on your account!



Propane Safety Tips

Please review and save these important safety tips so you're prepared in the event you suspect a propane leak.



What to do if You Smell Gas

No flames or sparks! Immediately put out all smoking materials and other open flames. Do not operate lights, appliances, telephones, or even cell phones. Flames or sparks can trigger an explosion or fire.

Leave the area immediately! Get everyone out of the building or area where you suspect gas is leaking.

Shut off the gas. Turn off the main gas supply valve on your propane tank if it is safe to do so.

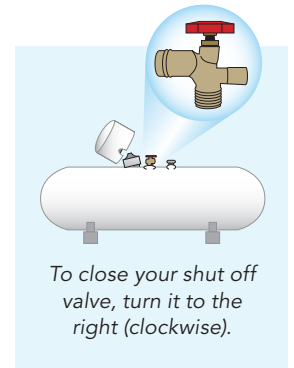
Report the leak. From a neighbor's home or other nearby building away from the gas leak, call Donahue Gas, 911, or your local fire department immediately.

Do not return to the area until we determine that it is safe to do so.

Get your system checked. Before you use any propane appliances we must check your entire system to ensure that it is safe and leak-free.

Donahue Gas is here for you 24/7!

765-642-4941 • 800-642-4941



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5170 N. STATE ROAD 9
ANDERSON IN 46012-9931



Visit us online at
donahuegas.com
to learn more about
our other propane
services or to read
more propane
safety information.





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Unmatched Propane Service with a Personal Touch

Family Owned & Operated Since 1938

Dependable Propane Delivery
Keep Full Service • Budget Pay Plan
Complete Propane System Installation
Underground Propane Tanks
Gas Checks • 24/7 Emergency Response

5170 North State Road 9
Anderson, IN 46012

ANDERSON OFFICE
5170 North State Road 9
765-642-4941 • 800-642-4941

MUNCIE OFFICE
2710 South Hoyt Avenue
765-282-4433

www.donahuegas.com



Customer Appreciation Drawing

Don't miss your chance to win one of two \$300 GIFT CARDS!

ENTER TO WIN!

Complete and return this
reply card to be automatically
entered to win one of two
\$300 VISA Gift Cards.

REFER A FRIEND!

When you help a friend become
a Donahue Gas customer
you each enjoy great service
from people you can trust,
PLUS you can receive a
\$100 ACCOUNT credit.
See inside to learn more.

WINNERS DRAWN NOVEMBER 1

Send your reply card today!
Thank you and good luck.

YES! Please enter my name in the Customer Appreciation Drawing:

Name: _____

Address: _____

Best way to reach me: Email: _____

Phone: _____

I use propane for: (Please check all that apply)

☐ Home Heating

☐ Water Heating

☐ Space Heating

☐ Pool/Jacuzzi

☐ Cooking

☐ Clothes Drying

☐ Gas Logs/Fireplace

☐ Gas Grill

I would also like to refer a friend:

Referral Name: _____

Address: _____

Best way to reach them: Email: _____

Phone: _____

There's no postage necessary — just complete and mail!