



Dri-gas
A Division of Donahue Gas

Gaszette

Unmatched Service with a Personal Touch

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

Safety is Paramount in Everything We Do

Dear Valued Customer,

The last few months have been a big change for us all, and we are all facing unique challenges. My hope is that in spite of that, you and your family are in good health, and in good spirits, too.

Here at Donahue Gas/Dri-gas, safety continues to be our highest priority.

While we are always focused on propane safety, we are now also highly focused on the "health safety" of our customers, staff, and community. As long as it takes, we will continue to practice CDC and OSHA safety and sanitary guidelines, including:

- **Social distancing.** We are now mailing propane bills after each fuel delivery instead of leaving them at your door. If you prefer we email them, let us know.
- **Limited indoor services.** To protect your safety and our team's safety, we are performing indoor repairs and services if they are absolutely essential.
- **Clear communication.** If you do require in-home service, please let us know if anyone in your home is currently or has recently been ill.
- **Ensured staff health.** Please be assured that only employees who are in 100% good health will be serving you. Anyone who has been exposed to the corona-virus or who has any signs of illness will be staying home.
- **Strict sanitizing.** We are following all CDC guidelines for washing hands and cleanliness. We also sanitize our workspaces before and after each shift, including the seats, door handles, and steering wheels in our vehicles.

Most important, know that we are here for you. We are staffed up. We are making all propane deliveries on time. And if you are having trouble managing your propane bills, please just give us a call — we want to help in any way we can.



We wish you a healthy, happy summer, and thank you for choosing Donahue Gas/Dri-gas to serve your propane needs.

Sincerely,

Brian

Brian Donahue & Family

Giving Back To Those Who Serve Us All

Service is extremely important to us — service to you — and in regards to "giving back" to others who serve us and others in our community.

One organization we are proud to support is the **Pat McAfee Foundation**. This organization provides college scholarships to children of veterans. *It's a great way to support those who have selflessly served our country.*



Another recent donation was to the **Oakley Brothers Distillery**. They are making hand sanitizer during this special time of need, and donating it to local fire departments! We are honored to support their mission and our fire fighters.

We also make ongoing donations to our local **Food Pantry** and the **United Way**.

As one of our customers, you are our partner in giving back! Thank you for your patronage, and for any donations you personally give to these or other great organizations who practice service as their mission.

We're here for your propane emergency needs 24 hours a day, every day of the year!

1. Lower Payments

Does paying for your propane delivery in full put a strain on regular household budget? Rather than struggle after each fill, choose the Budget Pay Plan, and we'll **spread out your annual fuel costs** into **simple, easy monthly payments**.

2. Personalized for You

We base your payments on **your own actual propane usage** to keep them as low and accurate as possible. We are always happy to work with you to make sure the payments are correct for your account needs.

3. No Surprises!

You always know exactly how much your propane payment will be and when it will be due. For even greater convenience, choose automatic payments by credit or debit card.

6 REASONS



TO CHOOSE OUR BUDGET PAY PLAN

4. Price Protection

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 in winter, your price can't exceed your cap rate. Plus, if rates fall, we pass on the lower rate to you!

5. Happier Holidays

The winter holiday season can be an expensive time even without large propane bills. Why add to the financial strain when you can **distribute your propane costs over the year?**

6. Free Enrollment

Unlike other companies that charge extra for the convenience of monthly billing, enrollment in the Budget Pay Plan is **free**.

Give us a call to enroll or learn how low your payments can be!

Important Notice for Will Call Customers

When you run out of propane it's more than just inconvenient — it can cost you hundreds of dollars, too. Here's why:

- **When you run out we are required to perform a mandatory leak test before we fill your tank.** There is an extra fee for this test.
- **If you need propane fast, you may have to pay a rush delivery fee.** In order to keep our rates as low as possible, we schedule our routes one week in advance so that we can deliver to customers in the same community on the same day. If you want to avoid rush fees please allow us 5 business days to make your delivery.



What's the **BEST** way to avoid running out?

- **Call us before your gauge reads 20%!** Even if it shows you have 5%, it could be empty.
- **Even better, choose our Keep Full service.**

With Keep Full **we schedule your deliveries** so you never have to worry about checking your tank or the expense of a runout. Plus, you always have the fuel you need, with no waiting. To enroll call today!

Looking for the **lowest** possible propane rate? **Choose Pre-Buy.**

Our Pre-Buy Plan gives you the option to purchase your winter supply of propane in advance at a special pre-season rate.

Pre-Buy can help you save a lot on your propane costs if market rates rise as the heating season progresses. *In fact, last year our Pre-Buy customers saved up to \$.50 per gallon!*

If you want to be contacted when Pre-Buy begins call today.

BBQ Better this Summer

with These Grilling Safety Tips

Grilling is hotter than ever. Unfortunately, many people take grilling safety for granted, and tens of thousands of people are injured each year due to this healthy and easy way to cook delicious meals. Here are some key grilling and cylinder safety tips:

- **Check your cylinder for leaks.** You can test it by spraying a solution of dish soap and water to see if there are any loose connections. Do not use matches or lighters to check for leaks!
- **Keep cylinders upright at all times.** Storing a cylinder on its side can cause fuel to escape.
- **Grill a safe distance away from your house.** The heat from your grill can cause a lot of damage to your home's siding.
- **Keep the top open** when lighting your grill.
- **Don't let kids play near the grill.** Make it a habit for your children to stay a safe distance away, even when being served.

CYLINDER FILL TIP: After filling or exchanging a cylinder, secure it in an upright position and take it home immediately. Keep your car well ventilated, and don't leave the cylinder in your vehicle — high temperatures inside your car can affect the cylinder.



CYLINDER Q&A

Q: I store my grill in the garage, but my neighbor says that's not safe. Is he right?

A: Great question! It's not the grill that's the issue, it's your **propane cylinder**.

Propane cylinders should **ALWAYS be stored outside**, in an open, ventilated area, away from your home and garage.



 CLIP & SAVE

PRACTICING PROPANE SAFETY IN YOUR HOME

CAN YOU SMELL IT?

Propane has an odor additive that makes it easier to identify leaks that may occur. In spite of this, some people may have difficulty smelling propane and on rare occasions, propane can lose its odor. So even if you notice a faint odor of gas, take the signal seriously and respond immediately with the safety steps noted at the right.

PILOT LIGHT DIFFICULT TO LIGHT?

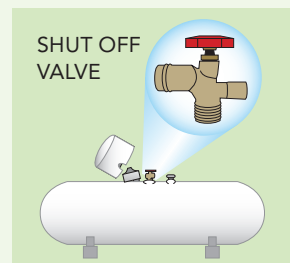
This could signify a problem with your appliance or with your propane system. If you have any issues with a pilot light, don't try to fix it yourself — call our experts to handle the job.



ANDERSON 765-642-4941 MUNCIE 765-282-4433 KOKOMO 765-628-7091

IF YOU SUSPECT A PROPANE LEAK:

1. **Extinguish any flames and cigarettes immediately.**
2. **Don't touch any light switches, flashlights, appliances, or use any type of phone, including your cell phone.** Flames or sparks can trigger an explosion or fire.
3. **Evacuate your home immediately** and move everyone to a safe, distant location.
4. **Shut off the propane supply at the tank** if you feel it's safe to do so.
5. **Call safety professionals.** As soon as you are at a safe location, call Donahue Gas/Dri-gas, 911, or your fire department immediately.
6. **Stay away** until the leak has been found, repaired, and/or deemed safe by our professionals.





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SPRING 2020

Gaszette

Unmatched Service with a Personal Touch



Family Owned & Operated Since 1938

5170 North State Road 9
Anderson, IN 46012

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

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

MUNCIE: 2710 South Hoyt Avenue
765-282-4433

KOKOMO: 7983 E 400 N
765-628-7091 • 800-896-1050

www.donahuegas.com
www.shrocksdriegas.com



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

Do you enjoy the quality service
and extra value you receive as a
Donahue Gas/Dri-gas customer?

Help someone you know enjoy
the same, and we'll thank you with
a \$100 credit on your account.

First, tell your friend the benefits of working with
a family-owned propane company that delivers
decades of experience, delivery and pricing options,
and uncompromised safety. Then, give us their
contact information however is easiest for you:

- ✓ **By Mail:** Enclose with your next payment
- ✓ **By Email:** Send to brian@donahuegas.com
- ✓ **By Phone:** Just give us call

Once your referral receives their first propane fill,
you'll receive a \$100 credit on your account!

Having difficulty paying your propane bill?

Energy assistance is available. Call us for details.

Want to pay a bill by credit or debit card?

We can help you with that! Just give us a call.



Our regular office hours are
Monday - Friday 8 AM - 4:30 PM

CONGRATULATIONS



to **Ann and Bill Friend** and **Greg Peterson**,
the **winners of our Customer Appreciation
Drawing!** They each received a **\$300 gift
card. A special thank you** to everyone
who submitted an entry — we appreciate
the customer referrals and knowing how
you use propane in your home.