

# The Flame

A Newsletter to Enlighten Our Customers  
Fall 2009

## New Happenings at Redigas!

We have installed a new logistical system called The Optimizer. This will assist our drivers to locate, travel and fill your tank more efficiently than ever before!

## Auto-Fill vs. Will Call Account Types

As an auto-fill account you enjoy the following advantages:

- ✓ We track your usage and fill your tank.
- ✓ A savings of \$0.20 per gallon less than a will call account.
- ✓ There will **NEVER** be a trip charge should we have to make an unscheduled trip to your tank!
- ✓ All accounts are eligible for our Budget pricing plan.

All will-call accounts need to keep the following points in mind:

- ✓ You are responsible for tracking your usage
- ✓ If your tank needs a fill, you must give us **72 HOUR ADVANCED NOTICE** so we can schedule you into a route
- ✓ If less than 72 hours notice, you will incur a trip charge of \$75.00 between the hours of 7am – 2:30pm or \$150.00 after business hours and weekends.

## What We are Asking of You!

Help us keep you warm this winter. If you are an **auto-fill customer** please contact us if:

- ✓ you put an addition on your house
- ✓ add or remove appliances that use propane

In order for the optimizer to work properly we need to be kept informed!

## Friendly Reminders for All!

### Leak Checks:

We always perform the first leak test at no charge. If any additional leak checks are requested and no leak is found, there will be a charge of \$75.00 per hour.

### Paying with a Credit Card:

When paying your invoice with a credit card, the \$0.05 per gallon discount does **NOT** apply. The discount is only available to customers who pay within 10 days of the invoice and with **CASH OR CHECK**.

### Returned Checks & Stop Payments:

If your check would happen to come back from the bank because of insufficient funds, account closed, stop payment, etc., your account will be charged a \$35.00 NSF fee.

## Our Commitment to You!

As you know, Redigas is a local company, big enough to serve you and small enough to still care! If you have any concerns or issues you would like addressed, please contact us so that we may assist you. If you find your needs are not being met and choose to switch propane providers; please be aware of our policy:

*The new propane provider should transfer the propane from your Redigas tank to the new tank. If your new propane provider does not do this, you will be charged \$0.75 per gallon pump out fee. If a refund is applicable, the refund amount will be based off of the current market price of propane or the price paid initially; the lesser of the two. If you switch to natural gas, there is **NO** refund given.*

We will continue providing you with the dependable service you have grown to expect from us, now and in the future. Thank you for choosing Redigas!

**\*\*\*If you think you might need assistance this heating season with keeping up on your invoices, contact the office about being put on a Budget pricing plan!\*\*\***

## Office Phone Numbers & Hours:

(800) 924-4122 or (920) 261-3043

Monday – Friday: 8am – 5pm

Saturday: 9am - Noon

## The Redigas Team!

Michael Haydock - *President*

Carl Schmidt - *Plant Manager*

Monica Hagen - *Office Manager*

Stacie Dittbenner - *Administrative Assistant*

Tekla Haydock - *Accounting Clerk*

Eric Fromming - *Bulk Driver/Sales*

Jim Sell – *Bulk Driver/Service Tech*

Steve Fulwiler – *Bulk Driver*

Dan Haydock - *Cylinder Driver*

Blake Weiner – *Cylinder Driver*

Lawrence Burki – *Maintenance/Driver*

## It is Almost That Time of Year Again!

The chill is in the air, soon the snow will start to fly! Please remember to keep your tank clear of all debris and snow throughout the winter months. A clear driveway and path up to the tank is very important. Our drivers know when they can and cannot get to a tank. Don't be left in the cold because of a snow covered driveway and tank!

For all of our Customers...

### Please Remember!

If the balance on your account has not been paid within 30 days of your last delivery, we can not fill your tank until the past due balance has been paid.

#### Auto-Fill Customers:

This means, even if you have an account set up as Auto with regular deliveries, our system will not pull your account to be delivered to if you have over a 30 day past due balance. If you consistently have a past due balance on your account, preventing us from delivering to you regularly, your account will be changed to a Cash on delivery account (COD). You would have to then have payment before or at time of delivery and allow for 72 hour advance notice should you need a delivery.

