



hot tips

from P. GAGNON & SON, INC.

spring 2014

PERSONALLY SPEAKING

service that didn't leave you cold

Dear Friends,

The legendary Green Bay Packers football coach Vince Lombardi once said, "The achievements of an organization are the results of the combined effort of each individual." After the winter we just experienced, I can think of no better example than the truly superior service our team of individual technicians, drivers and support staff provided our customers.

In the home energy business, the harsher the weather conditions, the harder the team

works. More deliveries have to be made, no-heat calls responded to, and the phones just keep on ringing. This is not a business for the faint of heart.

we don't get snow days

Almost without exception, our employees stepped up to the plate this winter like never

before. They worked brutally long hours in truly rotten weather. They understand and accept the responsibility we all share to keep our customers safe, warm and comfortable. I'd like to thank them all for their hard work and sacrifice over the winter of 2013–2014.

Not all companies in our industry perform this way. Remember January 2, when it was snowing and 6° right in the middle of the day? It was a crazy day. We received calls from folks whose regular company wouldn't come out for several days to repair broken heating systems or deliver fuel. Unbelievable!

As we enter our 110th year of business right here in South Berwick, I want to say **thank you for being a customer** and for allowing us the opportunity to take care of your home energy needs. It's a relationship we value deeply. Please know you can count on us to be there, no matter how terrible the weather or how late the hour.

Warmly,

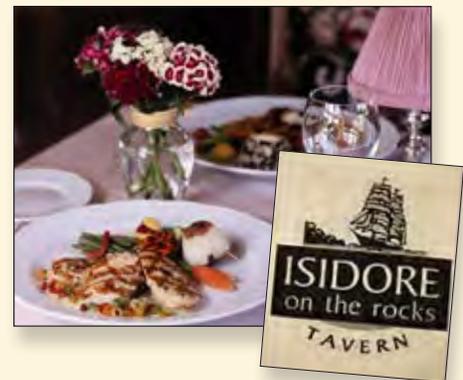
Mark Gagnon
President

free dinner for the best service story

Do you have a story about how our team went out of its way to help you? Are you a long-time customer because you appreciate our personal service?

If so, enter our **Best Service Story Contest**. Write to us or email us at customerservice@pgagnon.com by July 1, 2014, and we'll enter you in a drawing to win a free dinner for two at **Isidore on the Rocks Tavern** in South Berwick.

We look forward to reading your story!



Congratulations to Mrs. Themis Fieros, winner of the **\$1,500 shopping spree** from our last newsletter contest!

WIN A VACUUM-CLEANING iROBOT

Are dust bunnies ruling your roost? Let the **iRobot Roomba® 880** take over. It can be easily programmed to slide through any room. It's ideal for anyone with pets or allergies. Read this newsletter and answer the questions on the enclosed reply card. All entries received by 6/6/14 with the correct answers will be entered into a drawing. **Two prizes will be awarded!**

No purchase necessary. A purchase will not improve chance of winning. See enclosed card for details.



Portable and lightweight (8.4 pounds), the **iRobot Roomba® 880** can clean hard-to-reach nooks and crannies. Brushless technology keeps maintenance to a minimum. The Roomba will even return to its docking station automatically to recharge its battery!

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Propane and heating oil are safe and efficient home heating fuels that provide superior comfort. As your dual-fuel dealer, we can offer you expertise and advice about both.

PROPANE for year-round comfort

affordable indoor comfort

Most people know that propane is a clean-burning and cost-effective fuel source. So why not save money by converting more of your appliances to propane?

- ❖ Gas ranges give you a much higher degree of control because of precise temperatures. An added benefit is that a gas stove will continue to work during a power outage.
- ❖ Propane is a quick, efficient and affordable way to heat water for the dishwasher, washing machine, showers and spa tubs.
- ❖ Gas dryers get clothes dry quickly, and efficiently too.
- ❖ Compared to a wood-burning fireplace, a propane hearth warms a room more efficiently and requires little maintenance.



take the kitchen outside

No other fuel can do as much as propane can to make lounging in your backyard a pleasant experience. And thanks to modern advances in flexible piping, you can now extend your use of propane to a wide range of outdoor products, even refrigerators and fireplaces!

Among the most popular trends are “outdoor rooms,” particularly kitchens that feature everything from high-end grills and cooktops to ovens and rotisseries. Outdoor kitchens can be fueled either by a portable cylinder or, for more convenience, through a connection to your home’s main storage tank.



did you know

See how much you know about propane

- **Compared with other fuels**, propane is much less combustible. When combined with air, the source of ignition must be at least 940°—that’s twice as hot as what is required to ignite gasoline.
- **Autogas**, a propane-based motor fuel, is the third most popular vehicle fuel, next to gasoline and diesel. Because it’s **so safe and cost-effective**, autogas is now being used for buses, fleet trucks, forklifts, farm tractors and lawn mowers.
- **High-efficiency heat pumps** can be driven by a propane-fueled engine. This system is designed

to efficiently heat and cool multiple zones within a home.

- **Because propane is nontoxic** and doesn’t pose a threat to soil and water, installing propane tanks (above or below ground), is not regulated by the Environmental Protection Agency.
- **Propane is an essential fuel** for nearly 900,000 farms in the U.S. It’s used for irrigation pumps, crop drying, fruit ripening, space and water heating, generators and refrigeration.

Source: Propane Education and Research Council

OIL HEAT for reliability and efficiency

six reasons why oil heat is a good bet

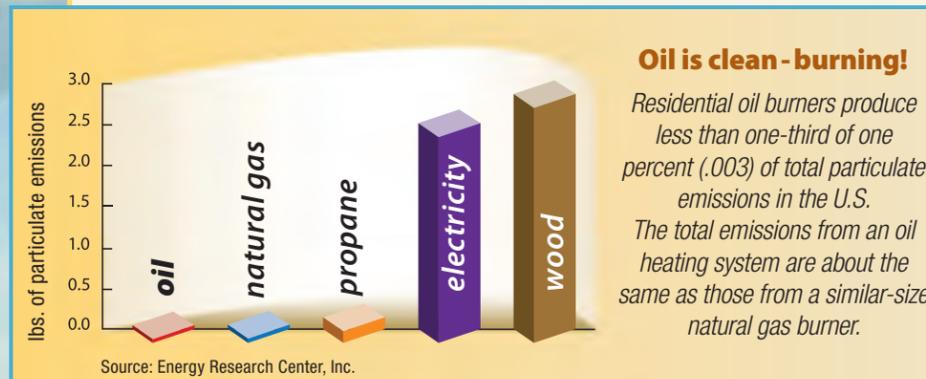
Technology has brought great improvements in efficiency, reducing annual fuel consumption by 40% and saving customers a lot of money on fuel. Because new systems burn cleanly and don’t need as much fuel, they’re better for the environment. Things will improve even more in the years ahead.

1. Greener fuel.

There is continued movement toward using ultra-low-sulfur heating oil with biofuel. This is a clean-burning fuel that produces fewer carbon emissions than natural gas, which has become more of a carbon producer due to the growing use of liquefied natural gas. Meanwhile, methane leaks from natural gas remain an environmental concern.

5. Abundant supply.

Experts believe that today, there are at least 5 trillion barrels of world petroleum resources. To put that in perspective, the world has produced about 1 trillion barrels of oil since the start of the oil industry in the mid-1800s. Not only isn’t the world running out of oil anytime soon, estimates for the global stock of oil keep growing.



6. Service that can’t be beat.

You can always expect a fast and courteous response from us whenever you need help. We think that’s one of the most important differences between utility companies and local fuel dealers like us. Utilities have been conditioned to think more about numbers than people, in large part because they are monopolies that are more focused on financial and

operational aspects than on customer service. In this respect, they are the opposite of local fuel oil dealers. *Who would you rather call when you have a heating emergency?*

2. Clean-burning technologies.

Modern oil burners emit near-zero levels of pollution; heating with oil today means no odors, soot or other residue in your home. Widespread use of ultra-low-sulfur diesel, combined with cutting-edge emissions-control technologies, can reduce already low emissions even further.

3. Fuel conservation technologies.

Today’s high-efficiency oil heat systems not only save a lot of money, they also help the environment because less fuel is used.

4. High-tech hybrids.

Solar and geothermal energies are being integrated with oil heat in hybrid systems for water heating. That means a household’s water can be heated with little or no fuel required. A solar water heater can reduce water heating bills by as much as 80% and reduce annual carbon dioxide emissions by 6,000 lbs.*

* U.S. Department of Energy





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upgrade for greater comfort and years of savings

If your heating system is older, this is an ideal time of year to weigh your options and decide if you want to replace it. **Here are some points to consider:**

- Depending on the age of your present system, a new system could lower your annual fuel use by 30% or more.
- You can expect your new system to deliver better comfort.
- Top-quality systems are quieter and more reliable.

Get a FREE PROGRAMMABLE THERMOSTAT and 50 GALLONS OF FREE HEATING FUEL!
Contact us today!

Right now you can take advantage of our special offer: Purchase a high-efficiency heating system and schedule your installation before July 1, 2014, and we'll give you 50 gallons of heating fuel **and** a free programmable thermostat.

If you've been keeping your fingers crossed, hoping your boiler or furnace gets through another long, cold winter, it's time to put those worries to rest. Please call or email us and ask us for a no-obligation heating system estimate.

refer a friend, and we'll pay you both

When you have a great experience at a restaurant or see a movie you loved, you tell a friend. So if you love the service and value you get from P. Gagnon & Son, why not tell a friend about us?

For every friend that becomes a P. Gagnon & Son automatic delivery customer, **we'll give you \$100 and your friend \$50 after their second delivery.***

We will pay you for each of your referrals who become customers. Refer enough friends and we could end up paying for your fuel bill next winter!

If there is any reason you are not comfortable referring us, please let us know and we'll try to make things right.

*Conditions apply. Contact us for details.



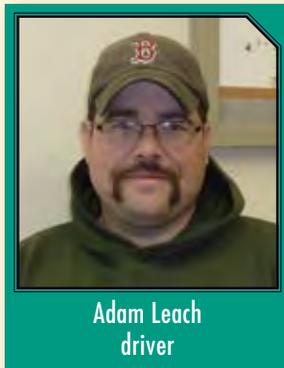
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South Berwick, ME 03908



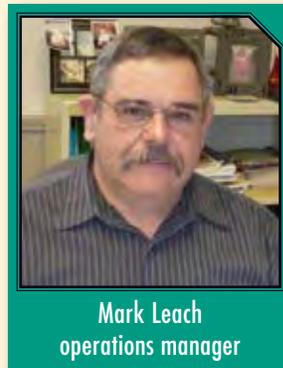
PRESORTED
STANDARD MAIL
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do you know these folks?

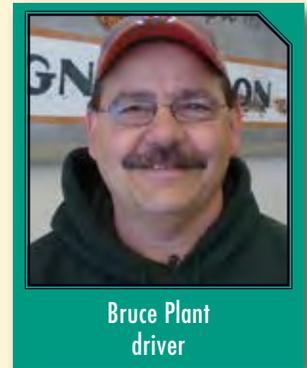
It's the people at P. Gagnon & Son who make us the best fuel and service provider in the area! Here are three members of our team who work hard—year after year—to ensure your safety, comfort and satisfaction. All of them also keep our community safe as volunteer firefighters.



- 11 years of service with P. Gagnon & Son
- South Berwick volunteer firefighter for 19 years
- Son of Mark Leach; father of two sons, aged 8 and 11



- Chairman of the emergency response committee for PGANE*
- South Berwick volunteer firefighter (capt.) for 39 years
- Has two grown sons, five step-children and 11 grandchildren



- 47 years of experience in fire fighting (asst. chief), including last 41 years in South Berwick
- Loves family camping trips in summertime
- Has 4 children and 5 grandchildren

*Propane Gas Association of New England