

SHARP PROPANE

WINTER NEWSLETTER
Issue 05 • Winter 2011



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A NOTE FROM OUR CEO

Dear Reader,



Spring is on its way, but as we Texans know, unpredictable weather is always a possibility. Whether you're firing up your

grill or turning on your heater during a late cold snap, the professionals at Sharp Propane are always a step ahead in keeping your home safe and comfortable year round.

With our Complete Care™ service, we bring you the confidence of a propane supply that's tailored to fit your usage, with smart tank monitoring and a 24/7 Always There Guarantee of service, so you'll never have to worry about running out of gas or getting a fill when you don't need it. With our Easy Pay™ level billing program, you're spared the hassle of high bills during peak usage months. Our goal is to keep propane service safe, simple, and one less thing you have to think about.

Stop by and visit us online at www.Sharp-Propane.com to keep up with the latest information for customers, and please also join us in our community conversations on our Facebook page at www.Facebook.com/SharpPropane.

We'd like to thank you once again for being a valued Sharp Propane customer. We love hearing from you, so don't hesitate to drop us a line with questions, comments or suggestions.

Sincerely,

Steve McKay
Chief Executive Officer
SteveMcKay@Sharp-Propane.com



REBATES FOR YOUR HOME

Need a New Water Heater? Get Money Back.

Efficient propane gas appliances help you save money and energy. And now the AFRED (Alternative Fuels Research & Education Division) of the Railroad Commission of Texas offers a \$350 rebate when you replace your electric water heater with a propane water heater.

Rebates are awarded on a first-come, first-served basis. Applications must be postmarked no later than 30 days from the date the propane is turned on in your new water heater.

For more information or to learn about additional rebates, please visit: www.propane.tx.gov/rebate_program/consumer.php, or call AFRED's toll-free hotline: 1-800-64-CLEAR, and listen for the rebate program update option.

- ▶ **WHAT: \$350 rebate** when you replace your electric water heater with propane
- ▶ **VISIT: www.propane.tx.gov** & click on "Rebates & Incentives"
- ▶ **OR CALL: 1-800-64-CLEAR** & listen for rebates

Did You Know?

According to the U.S. Dept. of Energy, water heating can account for **15-25%** of total residential energy usage.

BUILDER CARE™ BY SHARP

Building a Home?

If you're in the process of or are considering building a home and would like to use propane as your energy source, we have a program specifically slated to help builders in the planning, design, installation and inspection process for propane systems in new homes.

Let your builder know about Sharp Propane's Builder Care™ Program. For more information, please visit: www.Sharp-Propane.com



PROPANE PROFESSIONAL SPOTLIGHT

Interview with Billy Sessums, Service Technician at Sharp



What is your role at Sharp?

I'm a Service Technician at Sharp Propane. I started in the propane business in 1986, and I've been with Sharp for almost 13 years.

What goes into being a service technician?

Being a service technician means much more than simple installations and service calls. It involves proper site evaluation, keeping up with codes and regulations, working with plumbers and electricians and contractors, and meeting with customers before and during installation so that we know what kind of tank, line placement, and tank size is right for their home's energy needs.

Why do you spend so much time getting to know your customers?

I like to get to know people, and in my job it's important to be a good listener and attentive to details. As families grow and hobbies change, propane usage changes as well, and when it's time to add that pool, heated garage or new addition, we'll

be there to support them with the energy they need.

What does it mean to be a Propane Professional?

We're highly trained, versatile professionals, and we don't take shortcuts. Good service is simple: You listen to your customers, respect their property, and do what needs to be done to ensure that they have an ample supply and good flow of propane for a comfortable home.

“Good service is simple:

You listen to your customers, respect their property, and do what needs to be done to ensure that they have an ample supply and good flow of propane for a comfortable home. ”

- Billy Sessums, Service Technician

COMPLETE CARE™ GUARANTEED YEAR-ROUND SERVICE

Complete Care™ Service with Easy Pay™

Sharp Propane's Complete Care service has you covered all year long with smart monitoring technology and Auto Fill delivery based on your unique propane needs.

Complete Care includes Easy Pay, which allows you to make level monthly payments based on your annual usage—

so you can avoid unexpected large wintertime bills, while getting only what you need the rest of the year.

**Learn more about
COMPLETE CARE:
1-800-932-4315
www.Sharp-Propane.com**

Easy
Pay™

COMPLETE
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CUSTOMER SERVICE



Online Bill Pay Now Available For Your Convenience


Paying your bill online is easy—all you need is your account number (located at the top of your billing statement). You may pay by electronic bank account withdrawal or credit card. We accept Visa, MasterCard, Discover, and American Express.


► Visit us online to get started today.
www.Sharp-Propane.com

Contact Us

If you have any questions about your current or future propane needs, please drop us a line or give us a call and ask to speak with a Propane Professional. We're here to serve you 7 days a week, 24 hours a day.

 Call us toll free:
1-800-932-4315

 Drop us a line:
Service@Sharp-Propane.com

 If you are mailing a payment,
please send it to:
Sharp Propane
PO Box 461
San Antonio, TX 78292-0461