



The Burkardt's L.P. Gas Bulletin

Burkardt's L.P. Gas
12420 West Penn Road
Polo, IL 61064-8930
(815) 946-3081

Because We Want Well-Informed Customers

Summer/Fall 2011

Accessible 24/7 online!

No one likes to wait for information. We want it fast and immediate. That's the beauty of our new Burkardt's L.P. Gas website — your all-access pass to our services when it's convenient for you at www.burkardtslpgas.com.

You'll find helpful information about payment and delivery programs, money-saving rebates, frequently updated safety info, helpful newsletters, and more!



We want to hear from you! **Please forward your email address so that we can keep our records updated, inform you of important safety and other propane-related issues. Drop us an email if there's been a change in your propane use (i.e., new baby, appliance, etc.).** Having the most current information ensures our delivery schedule reflects your needs and helps us ensure you don't run out of gas!

Get \$250 rebate for keeping garage warm

Soon the heat of summer will pass and it will be time to pull jackets out of the closet for those cool evenings. With that in mind, now is the perfect time to install a propane garage heater.

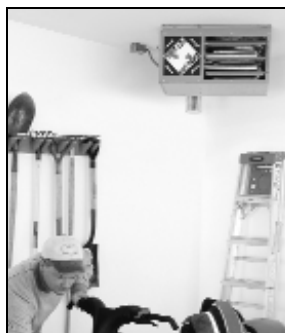
Purchase a highly-efficient and cost-effective vented garage heater and receive a \$250 Rebate.

This winter your car will stay warm in freezing weather and you can plan projects in a warm garage.

Propane garage heaters are great for workshops, barns, warehouses, entry ways, and other areas.

With several models to choose from, Burkardt's L.P. Gas can help you determine the best option for your specific needs.

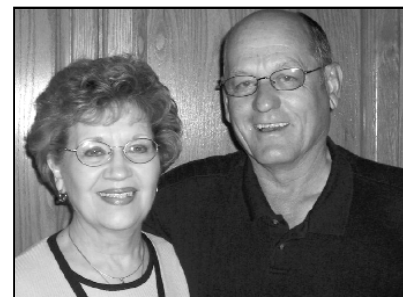
Garage heaters are affordable and we have factory-trained installers. Let us know if you would like more information.



We are thankful for you!

Dear Friends,

As owners of Burkardt's L.P. Gas, we would like to thank you for placing your trust in Burkardt's L.P. Gas. We work hard to make sure you are given the utmost in service at a very competitive price.



Bill and Bev Burkardt, serving customers since 1982.

Since 1982, folks have depended on us for warmth, comfort and safety.

We've seen many changes happen over that time, but one thing hasn't changed — Burkardt's commitment to providing you with the services you deserve.

In March 2012, we will be celebrating our 30th anniversary! It's hard to imagine that we've grown so much in that time. From just the two of us and a one-truck operation, to 19 employees, 12 delivery trucks and more than 5,000 customers. We thank each and every one of you from the bottom of our hearts. We couldn't have gotten to this milestone without your trust and support.

Thank you for letting us serve you! Let us know if there is something we can do to serve you better.

Bill & Bev

In this issue...

- Save 60% with tankless water heaters
- Easy Auto Withdrawal payment option
- Get paid to replace inefficient appliances!

Manager's Message

I'd like to introduce the two newest members of our Burkardt's LP Gas team. Bob Merdian and Brenden Velez joined our crew in August. Bob will primarily be delivering propane, and Brenden will be working in service. Both are great additions to our team and we are fortunate to have their skills and talents on board.

If you are considering installing a garage heater or replacing an old furnace or water heater, I would recommend you do so before the end of this year. It looks like the current levels of funding for the Appliance Rebate Programs could possibly be lowered for next year.

Finally, if you are a bargain hunter, Burkardt's LP Gas has acquired a supply of Williams room heaters from a distributor that went out of business. These are new, but older models still in the box. There is a selection of vented wall furnaces, gravity wall furnaces, as well as freestanding room heaters. We are selling them for a fraction of list price. Heaters are sold as is, and have no manufacturer's warranty.

We are looking forward to the upcoming heating season and as always, feel free to call us if you have any concerns.

Save up to 60% with a tankless water heater!

You can save 40 to 60 percent in energy costs with a tankless water heater! Tankless water heaters are highly efficient and only heat water when needed, a revolutionary advantage over tank-style water heaters.

A tankless water heater is an energy-efficient space-saving unit that supplies endless hot water to multiple appliances simultaneously, without any fluctuation in temperature.

Tankless water heaters also have a typical life of up to 20 years which is typically twice as long as a tank style unit! There are many reasons to switch to a tankless water heater! For starters, savings in both dollars and space!

Rebates are available for money-saving appliances through the Illinois Propane Gas Association (see page 3 for details).



Mike Faivre
General Manager



Focus on Safety

Safe Grilling Checklist...

Nothing marks summer like lighting up the grill and barbecuing. Please take a moment to read the following safety reminders so everyone enjoys a safe grilling season.

- Do follow the grill manufacturer's instructions and keep written materials handy.
- If the igniter no longer works, replace it in accordance with the grill manufacturer's instructions.
- Keep the top of the grill open until you are sure the grill is lit, even if you have an electronic ignition.
- Cover disconnected hose-end fittings with plastic bags or protective caps to keep clean when the grill is not in use.
- Store propane cylinders outdoors in an upright (vertical) position.
- If you smell gas, and it is safe to do so, turn off the cylinder valve, turning it to the right (clockwise). If you are unable to turn off the valve, immediately leave the area and dial 911 or call your local fire department. Before you use the grill again, have a qualified service technician inspect your grill and cylinder.
- Consult a qualified service technician regarding grill or propane cylinder problems.
- Check for knots or kinks in gas hoses.
- Don't smoke while handling a propane cylinder.
- Don't use matches or lighters to check for leaks.
- Don't pour an accelerant such as lighter fluid or gasoline on the grill.
- Don't allow children to tamper with the cylinder or grill.
- Don't use, store, or transport propane cylinders near high temperatures (this includes storing cylinders near the grill).
- Don't transport propane cylinders in your trunk. Instead, keep in a cool place, such as an air-conditioned car.
- Don't grill in a covered patio or garage area even with the doors open.
- Do not move a lit grill.

Call us any time you have a question about grills, safety or any other propane-related issue. We're your go-to experts!

Rebates EXPANDED — take advantage while funding still available

Now is the perfect time to replace older, less efficient appliances with newer efficient models. The Illinois Propane Education and Research Council has expanded appliance rebate amounts to now include the following rebates. Act now...these rebates may not be around for long.

- ★ A **\$400 REBATE** for installing or replacing a gas **furnace**.
- ★ A **\$300 REBATE** for installing a **tankless water heater** or a propane power vent water heater.
- ★ A **\$300 REBATE** for installing a **direct vent gas fireplace**.
- ★ A **\$250 REBATE (NEW!)** for installing a vented **garage heater**.
- ★ A **\$150 REBATE** for a **standard vent water heater**.

Rebates are available while funds last on a first-come, first-served basis. There is a \$500 per household limit, per year. Please give us a call or visit www.burkardtslpgas.com for details. We're here for you to get you **motivated to start saving the easy way**.

Regulator replacement program underway

Your safety is always our first priority at Burkardt's L.P. Gas. That's why we've implemented a regulator replacement program to ensure your propane system is operating safely and efficiently.

We will be inspecting all propane regulators for age, location, and proper operation. You might see a Burkardt's L.P. Gas technician inspecting your regulator when we're out making deliveries. Please give us a call, or send an email, if you think your regulator is more than 15 years old.

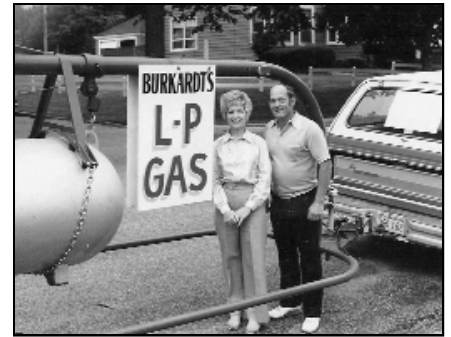
The service is free of charge. However, if it is determined that parts are necessary to maintain the safety of your system, there may be a charge for the cost of the parts.

We take your safety seriously at Burkardt's L.P. Gas. Please give us a call any time you have a question or concern! We're happy to help.

Celebrating 30 years!

Honesty. Integrity. Service. Those words have guided us to our upcoming 30th Anniversary in the propane industry! Burkardt's L.P. Gas takes great pride in serving our community.

We live and work right here with you, and we treat you the way we expect to be treated. Help us celebrate our big milestone



next March 2012! Future information regarding this special event will be forthcoming! We couldn't have gotten here if it wasn't for our friends, family and great customers like you!

Automatic withdraws & other payment options

To ease your mind, Burkardt's L.P. Gas makes propane payments smoother by providing you a variety of payment options.

Now you have an **Automatic Withdrawal option from the bank account of your choice**. Simply contact us for an enrollment form. We can deduct deliveries or Budget payments out of your bank account on the day they are due. We will even email a reminder when the amount is withdrawn from your account.

You also have the option of our convenient monthly payment plan. **Email or call Paula at paula@burkardtslpgas.com or (815) 946-3081** if you have any questions.



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Visit our **NEW WEB SITE** for helpful info on services, safety and savings at www.burkardtslpgas.com

The Golf Tournament is back

Burkardt's Annual Golf Tournament – always a great time for our customers.

Date: September 13

Time: 12:30 p.m.

Place: Edgewood Golf Course in Polo

Cost: \$30 per person

This nominal fee includes 18 holes of golf, a golf cart, refreshments, a steak dinner, entertainment, including our friend Bill Hunter, the magician, and of course, prizes! Shotgun start is set for 12:30 p.m.



Due to space limitations the golf outing is limited only to Burkardt's L.P. Gas customers. If you love golf or just like to have a good time outside, please call our office soon to make your reservation at 815-946-3081.

Our tournament is limited to the first 80 reservations received. See you on the course, start working on your golf swing!

We're here for you!

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(815) 946-3081

**Our office hours are 8 a.m.-5 p.m., Monday-Friday,
8 a.m.-Noon, Saturday**

YOUR BURKARDT'S L.P. GAS TEAM

Staff name	Years of service	Position
Bill Burkardt	29 years	Owner
Bev Burkardt	29 years	Owner/Office Manager
Mike Faivre	26 years	General Manager
Paula Burkardt Faivre	14 years	Credit Mgr./Accts. Payable
Tony Cook	8 years	Delivery
Ed Dawson	7 years	Service
Ken Dawson	7 years	Service
Tom Dawson	9 years	Dispatcher
Linda Faivre	11 years	Office
Marcel Hutchison	10 years	Service/Delivery
Bob Merdian	1 month	Delivery
Kelly Miller	16 years	Delivery
Jon Miller	11 years	Delivery
Mike Ottens	22 years	Delivery
Jim Parks	6 years	Delivery/Installation
Elaine Reece	16 years	Office
Nancy Seavey	5 years	Office
Brent Shipman	5 years	Delivery/Installation
Ron Shuman	22 years	Delivery/Fleet Maintenance
Brenden Velez	1 month	Service