

A newsletter for the customers of Roby's Propane & Energy

Here's Waldo **The Big Stink**

You may have read in the newspaper or seen reports on television about a propane distributor that was recently cited by the Commonwealth of Massachusetts for distributing "odorless propane."

Rest assured that none of this propane supply made its way to the Roby's storage tanks. We conduct regular and frequent tests to make sure all of our propane, well... stinks. And the State Fire Marshal's office agrees, having tested our propane supply independently some weeks ago.

The truth is, all propane is odorless in its natural state. But distributors add a chemical called ethylmercaptan, which emits a strong odor, so that anybody with a nose can detect propane that may have accidentally escaped into the environment. The smell is most commonly described as "rotten eggs."

The story did serve to shine a light on propane safety, which we take very seriously here at Roby's. This newsletter includes several tips for your own safe use of propane at home, along with some helpful safety advice for our heating oil clients.

Our mission is your safety and comfort, and that of your family. We want to keep you warm all winter, and to help you cook your food and dry your clothing. But our first priority has always been - and always will be - safety.

Waldo Roby

Are You Really Getting a Full Tank? *"Tank exchange" companies sold partially filled tanks at full price*

A class-action lawsuit has been filed against two nationally-known propane cylinder suppliers, claiming the two companies reduced the amount of propane in tanks when energy prices rose — without informing unsuspecting customers.

Both companies distribute propane tanks through "cylinder exchange" at tens of thousands of retailers across the country including "big box" department stores and grocery stores, convenience stores and gas stations.



Liquefied propane gas cylinders can hold 20 pounds of propane. When propane prices skyrocketed in 2008 the companies allegedly started reducing the amount of propane in their tanks to 15 pounds so that they would not have to raise the price for a full tank. The lawsuit says customers were still under the impression they were purchasing a "full" cylinder despite the reduced product volume, and that the companies have not yet reduced prices or resumed selling full tanks.

You can read more about the lawsuit at this website:
www.hagens-berman.com/propanecylinders.

One offender addressed this issue in this way on their website:

Inflationary pressures, including the volatile costs of steel, diesel fuel, and propane, have had a significant impact on the cylinder exchange industry. In 2008, to help control these rising costs, [company] followed the example of other consumer products companies with a product content change. We reduced the amount of propane in our tanks from 17 pounds to 15 pounds.

This is yet another reason to have your propane tank filled by a company you can trust. Here at Roby's we always fill tanks until the built-in safety valve kicks in, assuring you of a full tank.

Tips for a Safe and Healthy Heating Season

Treat propane and home heating oil with respect and caution

Propane is a very safe fuel. But as with any energy source, there are steps you should take to further ensure your safety. Here are recommendations from the Propane Council.

- If you detect what appears to be a gas leak, immediately open all windows and call Roby's at (800) 642-7121, as we have service 24 hours a day, 7 days a week.
- Learn what propane smells like. Most people describe the odor as "rotten eggs."
- Know where gas lines are located, so you won't damage them when digging or working in the yard.
- Change or clean furnace filters regularly as recommended by the manufacturer.
- Keep snow and ice from building up around vents for your gas appliances such as clothes dryers and water heaters. If snow is allowed to accumulate and block the vents carbon monoxide gas may build up inside your home.
- Don't store cleaning fluids, oil-soaked rags, gasoline, or other flammable liquids near a gas-burning appliance where vapors could be ignited by the pilot light.

If your home is heated by fuel oil, there are also safety tips that you should follow.

- Check your heating oil storage tanks for signs of rust, streaking or leaks. These indicate the tank may need to be replaced.
- Do not allow your tank to run down to empty, as this may cause sediment from the bottom of the

tank to enter fuel lines. Try to keep at least one-quarter of a tank on hand at all times.

- Check the fuel lines from your tank to your furnace for signs of leaks or rust. If your fuel lines are buried, check the soil around them for seepage.
- Clear snow and ice from the area around your oil fill pipes and vent pipes, to allow safe delivery of oil.

We take your family's comfort and safety seriously here at Roby's. By following these simple steps you can help ensure a safe and warm winter for your family.

Get more safety tips on-line at www.RobysGas.com.



Jeffrey Fuller Benefit

A special evening of food, music, silent auctions and live auctions will be held on Friday, December 3rd at the Elks Hall in Middleboro, Mass., to benefit Jeffrey Fuller, brother of Roby's own Michelle Fitzgerald. Jeffrey is suffering from the effects of Eastern Equine Encephalitis (EEE), and all proceeds will benefit his wife and two young children.

Tickets are \$25 per person in advance; \$30 at the door. A cash bar will be available. For tickets to this event please contact Michelle Fitzgerald by phone (508-662-2784) or e-mail (peaches0409@verizon.net).

If you are unable to attend the benefit but would still like to help, tax deductible donations may also be made to: Michelle Fitzgerald FBO Jeffrey Fuller, c/o Eastern Bank, 226 Main Street, Wareham, MA 02571-2114.



Homeowner Alert

Will you be away from your home for any length of time this winter? Please note that it is your responsibility to make sure your supply of propane or heating oil is maintained and that your home remains warm enough to keep pipes from freezing.

You should arrange for a neighbor or caretaker to look in on your home occasionally and be responsible for restarting your heating system in the event of a power failure. You may also wish to purchase a commercially available electronic warning device that sends an alert by telephone or e-mail when a home's temperature drops below a pre-determined level.

Otherwise you may return to a very cold and damaged home!



Cap Your Truck Before Winter Snow Arrives

If you are like most pickup truck owners in the South Coast region, you fill your truck bed with all sorts of things during the year. But one thing you want to keep out is snow and ice. And the best way to do that is with a high quality, tight fitting truck cap from Truck Caps Unlimited. Or, for a sleeker look, consider a tonneau cover for your pickup bed.

If you need more room for your gear, we also have a wide selection of cargo trailers.

With caps and tonneau covers to fit almost any pickup truck, both domestic and foreign. We're sure to have one that fits your truck and your budget. So hurry in and beat the snow!

Visit Truck Caps Unlimited at the junction of Rtes. 58 & 495. Or find out more on the web at: www.TruckCapsUnlimited.net, or www.CrossroadTrailer.net



Roby's

For All Your Energy Needs

Propane Gas, Heating Oil,
Kerosene & Premium Diesel
Rtes. 58 & 495, W. Wareham
(800) 642-7121 (508) 295-3737

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Custom Caps & Accessories
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South Coast Hearth & Patio

Gas Grills, Gas Fireplaces,
Gas & Wood Stoves,
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2235 Cranberry Highway Rte. 28
West Wareham
(888) 272-6888 (508) 295-6888

Roby's North Carver

Fuel & Propane
Rte. 58, North Carver
(508) 866-4546

Stay Warm with a Gas Fireplace

Think your home is not set up for a gas fireplace? Think again! Modern gas fireplaces come in an amazing variety of styles and sizes, including free-standing and vent-free models that can be installed in nearly any home.

A gas fireplace is a terrific way to save money this winter by heating only the part of your home where you spend the most time. Most people choose to install their gas fireplace in a living room or family room, where the cozy warmth of the fireplace can easily heat the entire space. Meanwhile, you can turn the thermostat down on the rest of the house to reduce energy costs.

In addition, a gas fireplace provides a great gathering spot to bring people together to watch television, read, play board games or simply relax and catch up.

Call Janis, Ann or Eddy at South Coast Hearth & Patio at **(888) 272-6888** for more information. Or stop by the store to view their entire selection of energy-efficient gas fireplaces, wood stoves and other hearth products.



(800) 642-7121

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Routes 58 & 495

Roby's