

APRIL 2019

Newsletter





Thank You to Our Customers

As winter falls into the rear-view mirror and we approach the warm and welcoming temperatures of spring, we would like to take a moment to say “Thank You” to our valued customers – we’re lucky to serve the communities of such a great region.

For over 50 years, Van Dyke Gas has been *Driven to Deliver* reliable, affordable gas to our region. And while we’re proud to have maintained our reputation as southeastern Michigan’s dependable propane resource, we have also updated some aspects of our business recently.

First, we updated the look of our logo last year. Our logo has evolved to keep pace with the rest of our company’s recent changes – this bolder, brighter logo perfectly represents the improvements Van Dyke Gas has put in place as a company in the past year.

Next, you may have also noticed that your ticket bills and statements look different than they did last year – this is because we have modernized our back-end software system. This updated process allows Van Dyke Gas to run at maximum ease and efficiency – both internally and with customers.

We also overhauled our website – have you had a chance to look over it yet? Our website now offers visitors the opportunity to pay bills, learn about propane safety and read about our many delivery options, among other topics. We encourage you to take a few minutes to scroll around the new site and see why we’re so excited about the update: **vandykegas.com**.

Last but not least, we’re happy to announce that you’ll be seeing a new face filling your tanks in the coming months! We have welcomed Rob Miller to our team of drivers in Romeo, and we encourage you to say hello when he comes by. This team is like family, and we’re thrilled to have a new member.

We’re happy to share these new changes with you. By constantly working to improve our process, we’re ensuring that Van Dyke Gas will always provide the same great service our customers expect.

Thank you again from the Van Dyke Gas team – here’s to the next 50 years!

Jeff Andrew Robert Ron Gary Cliff
John George Denny Keith Nancy Tom Mike



Stop Worrying About Propane Levels

Do you have difficulty tracking the fuel level in your tank? Eliminate the challenge by signing up for our Automatic Delivery service! With Automatic Delivery, your tank will never run out of fuel so you can spend chilly winter days cozied up by the fireplace, not worrying about your propane gauge. Plus, with Automatic Delivery, you'll save \$0.10 per gallon on market rate fuel. Peace of mind and lower prices? Sign up today.

How does it work? Using historical weather data and mathematics, Van Dyke Gas can calculate your expected usage. We have also begun placing tank monitors in the field for customers with historically high usage. When your tank starts getting low, our reliable drivers will deliver your propane – no action needed from you, the customer.

Learn more about automatic delivery: vandykegas.com/residential/delivery-options



Safety Inspections

Propane is a safe and efficient energy resource, but in order to ensure your system is operating safely and correctly at all times, it's required to have it inspected at the start of your service and any time your tank runs empty. This will prevent leaks or other issues that could cause your propane system or appliances to malfunction.

Visit our website for more propane safety tips: vandykegas.com/safety

Winter Price Protection

We know we've just made it through winter and you don't even want to think about snow, but now is a great time to plan your budget for winter's return with our Winter Price Protection programs. Don't let your propane prices break the bank if market prices increase. With Winter Price Protection, you can lock in a rate, even if market prices increase as the weather cools off.

Watch your mailboxes for more information on Winter Price Protection this summer and be sure to sign up by the deadline!



We value our residential customers greatly. To show our appreciation, we're helping you all get ready for grilling season!



Present this coupon at either Van Dyke Gas location to receive an

\$8.99 REFILL

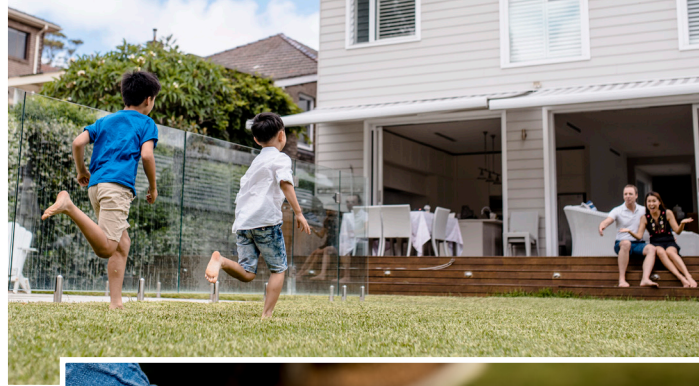
on your 20lb Propane Tank!*

*Plus tax. One coupon per customer | Expires 12/31/19

Budget Program

While propane has many uses around the house, we rely on it heavily for warmth in Michigan's chilly winters. This means winter propane bills tend to be significantly larger than those in warmer months.

We have a way to balance your propane costs across the year and avoid big bills during winter: sign up for our Budget Program! When you sign up for this year-long plan, you can spread the higher heating costs of winter into a consistent, monthly payment schedule. Don't be shocked by big bills during the winter season. Sign up for the Budget Program with Van Dyke Gas.



Are you happy with Van Dyke Gas? Tell your friends and get a deal!

When you refer an automatic home heating customer, we'll thank you with a \$50 credit to your account. And, if you tell a lot of friends, you'll get a \$50 credit every time one of them signs up! Just be sure they mention your name when they register.

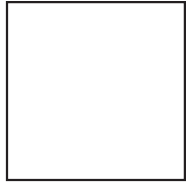
Watch for Van Dyke Gas in the Community

Van Dyke Gas is proud to play a role in this wonderful community, and we appreciate the opportunity to participate in community events. That's why we're happy to be sponsoring the Armada Fair once again. For the past several years, we have supported the operations of this energetic community event. We look forward to enjoying the fun of the fair this August, and we hope you do too!

Like our Facebook page and check back often for opportunities to win an Armada Fair prize pack.



Van Dyke Gas - Romeo
15155 33 Mile Road
Romeo, MI 48065



Connect With us on Social Media

Like us on Facebook and LinkedIn for important updates and contests this summer!



Just search Van Dyke Gas Company on Facebook and LinkedIn. While you're online, we encourage you to leave a Google review – we value you, and we hope you value us, too!

Contact Us Today

If you have any questions about our services, please contact us today! We love to hear from our customers and always welcome your feedback.

ROMEO OFFICE: (586) 752-9700

CENTER LINE OFFICE: (586) 757-8500