



No Such Thing as a “Normal” Winter

The only thing that we can predict for the winter is for our customers to prepare for the worst and hope for the best. Last winter brought our region an unusual early December snowstorm which set a number of records and caused power outages in some areas. Additional ice and snow events throughout the winter often caused delays in service and deliveries when customers are used to a fast response from Gas Inc. We have learned a great deal from last winter and are working to make continued improvements for this heating season to help serve you better.

Weather forecasters are currently predicting an El Niño winter which would give the southeast slightly colder than average temperatures and an increased number of winter storm events. Storm activity often requires us to make changes to our delivery and service schedules to ensure both safety and reliable service for our customers. To the right are some important points we want our customers to consider as we head into winter.

SMARTPAY BUDGET

Last winter was colder than the year before meaning that many customers took an extra delivery when compared to the previous winter. Those who were not on a regular budget program found themselves making larger than normal payments compared to the previous year. Customers can avoid this by enrolling in our SmartPay Monthly Budget which rolls your expected winter heating costs into even monthly payments. Customers can also opt to setup their own autopayment rules within our online account access site/bill pay.

AUTOMATIC DELIVERY

One of the most important reminders for customers is that whenever possible, you should opt for automatic delivery status. Automatic delivery eliminates the need to check your tank, call-in early for a delivery and the anxiety that comes with waiting for the truck to arrive. If you are currently a will-call customer, please contact us to see if you are eligible for automatic deliveries.

WILL CALL DELIVERY

A reminder to our will-call status customers to keep an eye on their tank as soon as prolonged cold weather or a winter storm is predicted. The more notice you can provide to us for a delivery request gives us more flexibility to make your delivery precisely when you need it.

TOP NEWS INSIDE

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Back to School on Autogas

In Georgia, over 400 propane powered buses transport students back and forth to school every day. Districts looking to replace aging diesel fleets are making the switch to propane to help save the environment, the health of their students and of course, money.

When compared to diesel, propane offers a number of advantages:

- Propane buses start easily and warm up quickly, eliminating the need for idling or early startup in winter
- The new Blue Bird Type C buses have been certified to NOx level .05 g/bhp-hr, which is 75% cleaner than the current emission standard
- Fleet savings on fuel costs and a lower total cost of ownership (fewer oil changes, longer maintenance intervals) vs. diesel have reduced overall fleet expenses for school districts.

The next time you see students riding on buses in Fulton, Paulding or Hall counties, look for the Propane Auto-gas sticker on the back of the bus and breathe easy!



Emergency Power Generators

After two powerful hurricanes, many customers are once again considering the installation of a home standby generator. A propane fueled generator starts reliably, giving you all the comforts of home – despite the conditions outside.

WHY RUN A GENERATOR ON PROPANE?

Generators can run on most fuels including diesel, gasoline, and propane. Unfortunately, due to the standby nature of generators, they spend most of the time idle. When sitting for long periods of up to 6 months, diesel fuel and gasoline can gum up and clog the inner parts of the engine. Over time, these fuels can damage rubber seals and fuel lines. Propane has several advantages over diesel and gasoline. These include:

- No degradation of fuel over time
- Clean burning, reduces engine wear
- Indefinite shelf life
- Can use Propane supply for other appliances in home

HOW LONG WILL I HAVE POWER WITH PROPANE?

Typical home backup generators range in size from 7 kilowatts (kW) to 20kW. A 7 kW generator is powerful enough to run only the critical systems in a home. A homeowner would have to move up to at least a 15 kW system to enjoy their home just as they would with their regular electricity.

A 7kW generator will run for 66 hours, a 12kW generator will run for 36 hours on a 100 gallon tank at full load. Most of the time, the generator is operating between 25-75% capacity and the fuel supply will last much longer.

Enroll in Our New Secure Online Account Access and Bill Pay

Enroll online to access your account and review account balances, delivery and payment history, make payments, and request service or a delivery online. First, visit our website at gasinc.com Click the online access icon at top of the page. Once you have arrived at MyFuelPortal, click to Register as a new user.

If you already have an email address on file with Gas Incorporated, we will be able to easily match your account. If not, please have your last payment amount handy so that we may confirm your account.

My Account: View your account history including deliveries, service and billing invoices and statements. You can reduce the amount of paper mail you receive when you elect for paperless statements to be delivered via email.

Make a Payment: Customers can pay an invoice when due or setup automatic payments rules including day of month, days after transaction or days before due. Please be sure to setup your payment method first. And a reminder that our system may take up to 48 hours after making a payment before the transaction is settled to your account.

Service: For non-emergency needs, you can quickly and easily submit a service request to Gas Inc. Let us know how we can help you and a Gas Inc representative will be in touch by the next business day.

Request a Delivery: Will call customers can save the phone call by sending us a delivery request. If you are on automatic delivery, a request will help us to adjust your schedule but may not result in an immediate delivery.

PERC Builder Rebate

The Propane Education and Research Council (PERC) is offering rebates to builders who follow the Propane Energy Pod model. Energy Pod is a home energy upgrade that delivers superior comfort and efficiency compared with all-electric homes. When high-efficiency propane gas appliances are installed to meet a home's major energy needs, they combine to boost performance and help homeowners lower energy costs. For builders and remodelers, the Propane Energy Pod is an energy upgrade that gives them a significant competitive advantage. PERC will pay qualifying builders up to \$1,500 for each new home built to the Energy Pod model, for up to five homes per state.

How it Works - Qualifying and selected construction professionals receive a rebate for building or remodeling new homes that follow the Propane Energy Pod model. Eligible homes use propane space heating, water heating, cooking, and other heating and power applications. Construction professionals may apply to participate in the program at one of four levels, based on the amount and type of propane equipment installed in the home.

To learn more, visit www.buildwithpropane.com/constructionincentive.

PROPANE APPLIANCE	Package 1 \$1,500 FULL COMFORT & EFFICIENCY	Package 2 \$1,000 ESSENTIAL NEEDS	Package 3 \$750 STRATEGIC APPLICATIONS	Package 4 \$500 BASIC PACKAGE
SPACE HEATING: any boiler, furnace, or combination system	✓	✓		
WATER HEATING: any tankless, storage, or combination system	✓	✓	✓	✓
COOKING: oven, grill, cooktop or other installed kitchen appliance	✓	✓	✓	
MINIMUM ADDITIONAL PROPANE APPLICATIONS: clothes drying, fireplace, pool heating, outdoor heating or lighting features, cogeneration, renewable backup (off-grid) power, or standby generator	Two additional propane applications	One additional propane application	Two additional propane applications (may include space heating)	Two additional propane applications (may include space heating/cooking)

Note: Outdoor grills or patio heaters with portable propane cylinders do not count toward application requirements. Equipment must be purchased new.

The screenshot shows the Gas Incorporated website interface. At the top, there's a navigation bar with 'HOME', 'NEW CUSTOMERS', 'ACCOUNT ACCESS', and 'CONTACT US'. The main banner features a man in a brown jacket and a propane delivery truck, with the text 'For All Your Propane Needs' and 'Serving our customers and your community for over 70 years.' Below the banner are several service tiles: 'Online Account Access / Bill Pay', 'Get \$450' (rebates and credits), 'SmartPay Budget' (monthly payments), and 'Automatic Delivery' (eliminate watching for deliveries). At the bottom, there's a section titled 'Learn More About the Uses of Propane' with icons for 'COOKING & DRYING', 'HOT WATER', 'FIREPLACES', 'GENERATORS', and 'YOUR BUSINESS'.

The New Gasinc.com Website

In order to help serve you better, we have updated our website. The new site includes a number of features that improve our technology and the information & services our customers are looking for.

Mobile Friendly - The new site is completely mobile friendly allowing you to access all of our content from a mobile or tablet device.

Important News/Weather Announcements - We will provide more timely general updates and announcements about how we are working to serve you through extreme weather or other adverse conditions.

Seasonal Updates - You will see more seasonal content relating to how customers use propane throughout the year.

New Offers and Incentives - Look for new offers for current and future customers who choose Gas Incorporated.

EMAIL COMMUNICATIONS

During weather events or other emergency operating conditions, Gas Inc will send out email notifications with updates to customers who are expected to receive a delivery or have a pending service appointment. Ensure that you are able to receive such notifications by providing us with an up to date email address.



Cold Weather Comfort and Endless Hot Water With Rinnai

TANKLESS HOT WATER

Having as much hot water you need should not be a luxury. Tankless heaters provide hot water when you need it which eliminates the energy loss of storing hot water and eliminating the need to conserve. In fact, a Rinnai tankless water heater uses 40% less energy than a traditional tank water heater.

With a 12 year warranty, Rinnai tankless water heaters have a reputation for reliability and may be the last water heater you ever buy for your home.

DIRECT VENT (DV) FURNACE

Rinnai DV furnaces pack a lot of heat into a very small package. If you were cold last winter, a Rinnai can be a perfect solution to heat one room or a whole home. These units have a number of features and sizes to match every need:

- Small direct vent termination allows for installation on an outside wall
- Built in programmable thermostat keeps your home always at your desired temperature
- Modulating heat and floor mount design provides even comfort

ROOTS IN GEORGIA

Rinnai recently expanded its North American headquarters in Peachtree City. The new facility provides work space, learning and training facilities to provide customer and installer support for all Rinnai products sold in the US.

Phase two of the project will convert the existing Rinnai America headquarters into the company's new North America Innovation and Training Center which will house an advanced research-and-development laboratory, product certification center, and customer product training.

Upgrade and Save With Propane

Customers across our service region may be eligible for a variety of rebates and incentives towards improvements in their home heating and hot water appliances. Below is a list of current incentives available and links. All rebates not directly offered by Gas Inc are subject to provider's program rules and availability.

GAS INCORPORATED – \$300

Get a credit on your account when you replace an electric appliance with clean, efficient propane. Appliances not sold or installed by Gas Incorporated will qualify if accompanied by a proof of purchase from customer.

- \$300 when you replace an electric heat pump or main heating appliance with propane
- \$300 when you replace an electric water heater with a propane gas water heater (tank or tankless style)

GEORGIA PGA – \$150

Customers in Georgia can take advantage of a \$150 rebate when making the switch to from an electric water heater (tank or tankless) to propane with rebates from the Georgia Propane Gas Association (subject to rules and availability from GPGA).

Program expires 5/31/19 unless funds are exhausted first. Contact Gas Incorporated for your eligibility into the program.

