

October 2009



LITTER QUALITY PROPANE

# Fall Newsletter

## Innovation is Important



Especially in the propane industry, which has been around for decades, innovation is important. In this article, we'll discuss LQP's innovative approach to creating a better propane world for our customers and demonstrate how we're working to make your life easier.

New consumer products are being developed every day. Take a look around your home and it won't be long before you see the impact innovation has had on your life. Technology has been slow to catch up with the propane industry. This fact alone creates a fertile field for innovative minds to thrive.

"Necessity is the Mother of invention", a phrase that is rooted in common sense and creates the drive necessary to innovate. Becoming an "out-of-the-box"

thinker requires looking at a common problem a different way. We pride ourselves with the ability to think in this way and we put that skill to work for our customers. What are we talking about? Litter Quality Propane offers its customers solutions that in most cases can only be found here. An example of using innovation to address customers' concerns was embodied in a device called the "Hoverlifter". The Hoverlifter was invented by LQP so that domestic propane tanks (120-500 gallon) could be installed even if the customer's yard was muddy or soft. The device uses hovercraft technology to lift and move propane tanks to their desired destinations. When this technology is used the result is an undisturbed worksite. Since the Hoverlifter hovers above the ground while it's in operation, there are no

ruts or wheel marks left behind for the homeowner or contractor to repair. Now when the weather is bad, we're still able to install propane tanks. Customers of other companies have to wait for what seems like an eternity for the weather to cooperate so that their propane company can install a tank without tearing up yards or getting a vehicle stuck.

Innovation is also prompted by other changes in our world. The changes don't have to only be environmental, but they can also be economic. We've all noticed the economic changes that are happening in our country. Wouldn't it be nice if your "propane" company came up with a solution that made your

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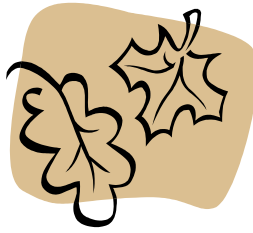
## Innovation is Important (cont.)

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household finances easier to manage? Isn't that what a bank's supposed to do? Litter Quality Propane's drive for innovation has produced yet another solution for its customers. Our new "Vapor Management Program" allows LQP customers to use our money so that they can continue to use theirs. How does it work? It's both complicated and simple at the same time; our part is complicated, your part is simple. We install a meter at your home that measures how much propane you are consuming. You are then billed monthly for what you've consumed instead of paying a bill for the

gas that was delivered to the tank. Let's say that again this way, "The propane deliveries are FREE (yes, you read it correctly) and you only pay monthly for what gas goes through the meter (We know, it sounds too good to be true, but it is!). No more big bills when a delivery is made! You'll have more cash in your pocket for other things and more cash in your pocket is good!

Sometimes it just doesn't pay to wait for something



to be developed or invented. It's our practice to listen to our customers and innovate products and solutions that match their requests. You won't find any other propane company that works harder than us to keep up with new trends and set a few of our own. The creative process is one from which we find much reward and we have no plans to stop here. One thing's for sure, if you're a Litter Quality Propane customer, you know that we'll continue to bring you new and exciting products and solutions for many years to come.

## Featured Employee

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### Angela Hart

**Angela has been with Litter Quality Propane for over seven years and has held a number of positions within the company. Angie as we know her, has worked as the receptionist, served as a customer service and sales representative and has dispatched and routed our fleet of delivery and service vehicles. Needless to say Angie has an incredible grasp of the entire propane industry and is currently serving as the company's credit manager. Angie spends her day on the phone with customers working to solve billing and credit issues that arise. Her responsibilities include submitting and reviewing new customer's financial information for a credit score and working with customers to establish a monthly budget amount. As manager of the credit department Angie strives to be resolute in her daily operations and understanding of the credit issues that arise in a struggling economy. You can always count on Angie to have a pleasant demeanor and to work fairly with customers to resolve their financial issues.**

# Propane Discounts

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Would you like to lower the price you pay for propane? Consider signing up for one of Litter Quality Propane's many cost saving programs and receive a discount on every gallon of propane you purchase. Signing up for the Auto-fill Program allows us to monitor your tank level and schedule deliveries to



your home when we have a delivery vehicle in your area. This saves us money by being able to route trucks in a specified delivery area so we pass that savings on to you. Signing up for one of our many specific payment options like our Budget Plan or our Cash In Advance Program is another way to take

advantage of the discounts we offer our customers. If you are a veteran, a senior citizen age sixty-five or older, or an employee of one of the many corporate accounts Litter Quality Propane partners with you are eligible for discounts on your propane purchases. Call us today to learn more about these programs and much more!

# Vapor Management Program

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Would you like to turn your propane fill into a monthly bill? Now you can pay for the gas that you use on a monthly basis. With the Vapor Management Program, you can have greater storage security and monthly metered billing. *Use our money so you can keep using yours!* Enjoy the latest technology in the propane industry and give yourself the opportunity to keep more cash in your pocket. Take advantage of the benefits offered by the Vapor Management Program.



Litter Quality Propane has a new item from Holland Grill! The new Patio Heater from Holland Grill will allow you to enjoy your deck or patio into the late months of fall. You can use your gas grill cylinder to fuel your patio heater which can give you 10 to 12 hours

of heat. The Patio Heater puts out a 10 foot heat radius. You can enjoy warmth year round!



# Storage Security

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Recently, Litter Quality Propane purchased three 30,000 gallon propane storage tanks. This increases our storage capacity to over 400,000 gallons. Our commitment to our customers is to ensure them that they will have storage security throughout the year and heating season. Last year, all propane service providers were put on "allocation" for the distribu-

tion of propane. The allocation permits only a certain number of gallons or loads to be drawn for distribution. With that in mind, Litter Quality Propane will have enough storage capacity to make it through those allocation periods. Not all propane service providers can assure their customers that they have that kind of security.



P.O. Box 297  
524 Eastern Avenue  
Chillicothe, Ohio 45601  
Address Service Requested

## Recipe

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### *Pumpkin Chili*

#### Ingredients:

- 2 pounds ground beef
- 1 large onion, diced
- 1 green bell pepper, diced
- 2 (15 ounce) cans kidney beans, drained
- 1 (46 fluid ounce) can tomato juice
- 1 (28 ounce) can peeled and diced tomatoes with juice
- 1/2 cup canned pumpkin puree
- 1 tablespoon pumpkin pie spice
- 1 tablespoon chili powder
- 1/4 cup white sugar



\* Recipe provided by Allrecipes.com \*

#### Directions:

In a large pot over medium heat, cook beef until brown; drain. Stir in onion and bell pepper and cook 5 minutes. Stir in beans, tomato juice, diced tomatoes and pumpkin puree. Season with pumpkin pie spice, chili powder and sugar. Simmer 1 hour.

