

P.O. Box 297 **524 Eastern Avenue** Chillicothe, Ohio 45601

COOKING WITH PROPANE

Awesome Sausage, Apple and Cranberry Stuffing Ingredients:

- 1 ½ cups cubed whole wheat bread ½ teaspoon dried thyme
- 3 ³/₄ cups cubed white bread
- 1 pound ground turkey sausage
- 1 cup chopped onion
- ¾ cup chopped celery
- 2 ½ teaspoons dried sage
- 1½ teaspoons dried rosemary
- 1 Golden Delicious apple, cored and chopped
- ³/₄ cup dried cranberries
- ¹/₃ cup minced fresh parsley
- 1 cooked turkey liver, finely chopped
- ³/₄ cup turkey stock • 4 tablespoons unsalted butter, melted



IN THIS ISSUE:

New Look Website

Buster & Duke Merchandise

Keeping your Driveway Clear

Facebook and Twitter

Programs from LQP for You

Reinvesting in the Community

Featured Employees

Cooking with **Propane - Halloween** Popcorn pumpkins



Litter Quality Propane has redesigned its website, www.litterpropane.com. It gives you the convenience you expect to access information about Litter Quality Propane and the industry.

Browse through different headings to learn more about our services and programs. Order propane, make a payment, find our news and events or get educated on propane safety. Our online store called the "Trading Post" has many interesting items, some of which can only be found there. Some examples include: Holland grills, seasonings and accessories, Bayou Classic outdoor cooking equipment, "Buster and Duke" merchandise and LQP apparel.

Know someone looking for new service? It's easy for them to become a customer. They can just click on the "Join the Stampede - Become a Customer" button to complete the necessary information. A sales representative will contact them quickly to discuss their needs.

The "About Us" section contains information about our staff of employees.

The Services & Programs tab will give you information about all of our proprietary programs. You can watch videos on-line to learn more about the Range, Pick A Price, Bullseye Prebuy and Vapor Management Programs.

Learn how you can receive credit on your account through our "Good Neighbor Referral" program too.

Did you know you can place your order for a delivery online? All you need to do is go to the "Order Propane" tab and complete the information. It's that easy!



Propane safety information is located in the "Get Educated" section. It's never been easier to access propane safety videos. Scroll through the video headings to choose the ones you want to watch.

Directions:

1. Preheat oven to 350 degree F (175 degree C). Spread the white and whole wheat bread cubes in a single layer on a large baking sheet. Bake for 5 to 7 minutes in the preheated oven, or until evenly toasted. Transfer toasted bread cubes to a large bowl.

- 2. In a large skillet, cook the sausage and onions over medium heat, stirring and breaking up the lumps until evenly browned. Add the celery, sage, rosemary, and thyme; cook, stirring, for 2 minutes to blend flavors.
- 3. Pour sausage mixture over bread in bowl. Mix in chopped apples, dried cranberries, parsley, and liver. Drizzle with turkey stock and melted butter, and mix lightly. Spoon into turkey to loosely fill.

1-800-824-8630 • www.litterpropane.com

QUALITY PROPANE FALL NEWSLETTER

2011

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NEW LOOK, BETTER FEATURES

If you have a debit or credit card, you can pay your balance online. Click the "Make A Payment" tab and complete the required information. It's convenient, easy and secure. Don't have a credit or debit card? You can find our mailing information within the "Contact Us" section.

Litter Quality Propane attends many special events. Now you can find which ones we'll be visiting under the "News & Info" tab. Check our mascot's schedule. "Buster" will be making his appearances throughout the year. He's bound to be at an event near you.

Want to read up on past newsletters you might have missed? Don't worry. We keep an archive in the "News & Info" section too. In addition, you can also stay up-to-date with our Facebook page within this area.

(continued inside)



LITTER QUALITY PROPANE ° FALL NEWSLETTER 2011

(continued from front page)

The "Contact Us" section allows you to find an LQP employee to ask about new service, billing, products, service questions or wholesale transport gas pricing. Directions to our office are located on this page as well.

Do you need to get your portable propane tank filled? You can find a location of our cylinder and RV dispenser partners nearest you.

The website is user friendly and very convenient. To get the most out of our site, spend some time navigating its many interesting areas. Visit www.litterpropane.com today!

MERCHANDISE

Perhaps you have seen Litter Quality Propane's mascot, "Buster" the buffalo. Did you know that author; Ranch Fielder has agreed to write several exclusive childrens' stories based on LQP's characters, Buster & Duke? You can find Fielder's latest works in the Trading Post.

Coloring and storybooks from "The Wild Adventures of Buster Buffalo and His Sidekick Duke" series are available now. The coloring book is offered in paperback or a version that

can be printed from your computer.

Also available is The Wild Adventures of Buster Buffalo and His Sidekick Duke, Episode 1 - The Crazy Critters. This story is offered in Kindle and iPad formats. A digital version is also available, which is viewable and printable from any PC or Mac.

Buster and Duke T-shirts are coming on-line. It's fun for the whole family! Go to www.litterpropane.com and visit the Trading Post for more details.

THE LEGEND OF THE WHITE TRUCKS

Maybe you've wondered why Litter Quality Propane trucks sport a white coating of paint? It doesn't seem to fit with the company's color scheme of earth tones. The palette of colors that LQP uses helps to soften the presence of their propane tanks that dot the countryside. The colors also enhance the look of their many forms of media. So, why the white paint on the trucks? To get that answer, we have to turn the clock back a few years.



When founder Robert E. Litter started in business, his company was called Litter Quality Coal. In the 1930s, coal was the primary fuel used to heat homes. This being the case, there were many coal companies competing for the business. Robert E, had to find a way to stand out in the crowd of other coal companies.

In what was a gutsy move for the day, he decided that his trucks should be painted white. All other competitors had black delivery trucks. Using black delivery trucks seems to make sense. Coal is black and leaves a very black, sooty residue on everything that it touches.

With a fleet of white trucks, Bob began making his coal deliveries. After receiving his fair share of heckling from the community and employees who had to keep the trucks clean, Bob decided that any publicity was good publicity. He committed to the non-color.

When the criticism dwindled, Bob realized that his business was increasing. Perhaps the gutsy move was paying off

As time moved on and Bob ventured into other businesses, he always staved with the white truck paint scheme. The company's founder always said, "If you have white trucks, you have to keep them clean. When our customers see clean trucks, they know that we focus on detail. That says to them that they are dealing with a great company.'

It's hard to argue with his philosophy. It is the attention to details that separates good companies from great companies. To this day white trucks and vans can still be found throughout the companies that Bob founded.

He would be proud of the attention to detail and the care that his customers experience to this day. Now you know "The Legend of the White Trucks".

PROGRAMS FROM LOP FOR YOU

Litter Quality Propane offers many innovative programs to meet the needs and expectations of our customers. These programs go beyond the normal fixed and market rates offered in the propane industry. The Range, Pick A Price, Vapor Management and Bullseye Prebuy programs are available because our customers asked for them.



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EMPLOYEE OF THE MONTH

her three great kids. Dave also enjoys sight-

family and friends.

seeing with her fiancé and spending time with

The Range Program is great for customers who like the security that fixed pricing offers, but also want to take advantage of lower pricing should the propane market make it available. Here's how it works: We lock in an annual, per gallon, price range for you. There's a "not to exceed" price and a "could go as low as" price. During the year, the propane price will move through the range as the market changes, never exceeding the highest price in the range and possibly going down to the lowest. What makes the range program great is that it offers both security and flexibility all in one program. You're protected against upward surges in price if the propane market gains strength and you also get the benefit of paying less for your propane if the market becomes weak and prices fall. So as we like to say, "You win if the market goes up or down".

The Pick A Price program allows you to do just that - pick your price for the propane that is delivered to your home. You can pick from several paired prices. Once you choose your per gallon price, you pay a monthly guarantee adjustment fee to ensure the price you picked stays fixed.

Tired of paying those big delivery bills? Now you can pay for what you consume. "There's no bill when there's a fill!"[®] with the Vapor Management Program.

Using the latest technology in the propane industry, your propane consumption is monitored remotely and you pay for what you use on a monthly basis.

The convenience offered by the Vapor Management Program is unsurpassed. If you leave your home for a period of time during the heating season, you can let us know and we'll monitor your inside home temperature. If we see your home's temperature has dropped significantly, we'll contact you. You can then make the necessary arrangements to avoid costly repairs. The Vapor Management Program is available only from LQP.

Now you have the opportunity to prepay for your propane. The Bullseye Prebuy program gives our customers an opportunity to purchase a portion of their future propane requirements for the upcoming heating season.

If you would like more information you can visit our website at www.litterpropane.com, click on the program tab of interest and watch a video that can give you the details of the program or call us at 740-773-2196 or 800-824-8630.

Each year, the employees of Litter Quality Propane attend numerous county fairs. Much time, energy and investment goes into preparation for each communities' event.

ously worked for Hobby Lobby and was also an Administrative Assistant for Alcoa for three years. She stays busy with

Litter Quality Propane would like to take this opportunity to recognize a few of the winners for their achievements at the Ross County Fair.

Dava provides excellent customer service to new and existing customers. Some of her responsibilities include; data entry and sales. Dava previ-

DAVA JORDAN

4-H is a program that has been long supported by LQP. The children and young adults that assume a yearly commitment to raise their animals incur many expenses

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Kari Neff **Grand Champion Stee Ross County Fai**

We take great pride in recognizing these fine people for their efforts. It's our honor to reinvest in the communities that we serve. It's just one way to make a positive difference.

> **Carlee Barker** Winner of the Jr. Fair **Apple Pie Contest Ross County Fairi**