



A DAY IN THE LIFE: PULLING HOSE

On a cold winter morning, long before most people are awake, our drivers are already on the road. Pulling hose isn't glamorous work. It means navigating icy driveways, hauling heavy lines through snowbanks, working in freezing wind, and sometimes digging out fill pipes buried under drifts. It's physical and highly skilled. Our drivers carry hazmat certifications and operate with constant awareness of safety, surroundings, and regulations. Every delivery requires attention to detail, environmental responsibility and professional judgment. These aren't just drivers they are trained professionals handling regulated materials with care.

When a delivery is made, it's more than fuel in a tank. It's heat in a home. It's a family staying warm through the night. It's a small business able to open its doors. In our climate, reliable heat isn't a luxury, it's essential. Quite simply, it saves lives.

Petroleum delivery may seem routine when everything runs smoothly. But behind that comfort is a team of professionals showing up in all conditions to serve the community with skill and pride.

THIS WINTER WAS TOUGH, ON PEOPLE AND HEATING SYSTEMS

This past winter brought extended periods of extreme cold, forcing many home heating systems to operate almost continuously for days and in some cases, weeks at a time. When temperatures fall well below zero, equipment runs at sustained capacity simply to maintain indoor comfort.

Operating under these conditions places significant strain on mechanical components. Burners, heat exchangers, motors, pumps, valves, and ventilation systems all work longer and harder than they would during a typical winter. Even well-maintained systems can experience accelerated wear when pushed this far.

Not surprisingly, emergency service calls to our team were significantly higher this winter than in recent years due to the severity and duration of the cold. When heating systems run nonstop, even minor issues can quickly become urgent. Because emergency service is reserved for active customers, households enrolled in our Automatic Delivery program or service plans had added peace of mind knowing support was available 24 hours a day if needed.

Outdoor equipment faced challenges as well. Snow accumulation, ice buildup, drifting, and freeze-thaw cycles can affect vents, tanks, regulators, and fuel lines, particularly in exposed areas.

None of this means something is wrong. In fact, many systems performed exactly as intended working hard to keep homes safe and warm when conditions were at their worst. Understanding the demands placed on heating equipment during severe winters helps homeowners better appreciate the importance of reliability and preparation for the seasons ahead.

NEWSLETTER

**MARCH
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Cooling, Generators, and Getting Ready for Summer

As warmer weather approaches, many homeowners begin thinking about how to keep their homes cool and comfortable during the summer months. From central air systems and mini-splits to pool heaters and standby generators, preparing equipment early can help prevent unexpected issues once the heat arrives.

We recently published a short guide covering cooling systems, generators, and outdoor propane comfort options for homes across our service area.

You can read the full article on our website under the **Blog** section.

Hinds Mart's Food Program Is Back in Full Swing

Hinds Mart's revamped food program is now fully underway. With updated offerings and a renewed focus on quality and convenience, we're excited to welcome customers back for fresh food options throughout the day. If you haven't stopped in recently, now is a great time to see what's new.

Supporting Salt Springs State Park

Hinds Energy is proud to support Salt Springs State Park again this year. The park is an incredible resource for our region, providing miles of trails, beautiful natural scenery, educational programs, and a place for families to gather and enjoy the outdoors. As the park prepares for the upcoming season, volunteers are needed for the annual spring cleanup. It's a great opportunity to give back and help keep one of Susquehanna County's most treasured places ready for visitors all year long.

If you're interested in volunteering, you can learn more and sign up here:

<https://friendsofsaltspringspark.org>

