



A QUARTERLY NEWSLETTER FOR ENERGY CONSCIOUS CONSUMERS

January-March 2019

HAPPY NEW YEAR!

At Hinds Energy, we pride ourselves on strong client relationships. That means constantly improving upon lines of communication and accessibility. This new quarterly Hinds Sight will act as a bridge and a reminder of our commitment to serving you and your energy needs with proven expertise and integrity for the years to come. *You put enough energy into your life, let us take care of the energy in your home.*



HOW TO AVOID A NO HEAT SITUATION AND OTHER WINTER FUEL TIPS

Delivery delays may be caused by circumstances beyond our control such as winter road conditions, vehicle maintenance and increases in demand due to long periods of below average temperatures. Here are some tips to help you avoid a no heat situation and the costs associated with it:

- 1. Watch your fuel levels** — It takes just a moment to check your gauge. As the temperature drops your fuel usage increases much more than you realize. If you are a “will call” customer, meaning you need to call or place an online order to initiate a delivery, please remember that it is not uncommon for deliveries to take up to 3-7 business days this time of year. It is important to place your order when your fuel oil gage reaches $\frac{1}{4}$ or 25% on your propane tank. If you must, create a reminder on your smartphone to alert you to check your tank levels every so often. Want a worry-free winter? Call our office to learn more about the benefits of our automatic delivery option.
- 2. Snowstorms** — Snow and ice can slow deliveries down, so preparing ahead of the storm can help you avoid the anxiety of running low.
- 3. Snow Removal** — As a way to keep our drivers safe, always keep your driveway and path way to your oil fill pipe or propane tank clear of snow and ice. Mark the location of your fill pipe or propane tank—your house may look different to the driver when there is a blanket of fresh snow! It is also important to remove snow away from vents such as: hot water vents, the furnace and dryer. If a vent is buried in the snow the whole system could potentially shut off.
- 4. Emergencies** — If you should ever find yourself in an emergency without oil, you can add kerosene or diesel fuel to your heating oil tank until your heating oil delivery arrives. We do not make emergency deliveries to “will call” oil customers as kerosene, fuel oil or diesel fuel can be purchased at many local gas stations and will burn safely in your heating oil burner. Usually 5 to 10 gallons will last for a day or two, depending on the temperature and the size of your home.

OUR CONVENIENCE STORES

Hinds Mart — Montrose (Sunoco)

242 Church Street, Montrose, PA 18801
• Gasoline • E-Free Gasoline • Off-Road Diesel

Hinds Mart — Susquehanna (Gulf)

1503 E. Main Street, Susquehanna, PA 18801
• Gasoline • On-Road Diesel • Off-Road Diesel • Heating Oil • Propane Refills

Hinds Mart — Susquehanna (Valero)

239 Erie Blvd., Susquehanna, PA 18847
• Gasoline • On-Road Diesel • Dyed Kerosene

Hinds Mart — New Milford (Gulf)

519 State Route 492, New Milford, PA 18834
• Gasoline • On-Road Diesel

5. Maintain Fill & Vent Systems — We are prohibited from making deliveries in cases where your equipment is not in proper operating order, such as inoperable vent alarm (whistle), PVC and/or undersized fill pipes or vent systems. If not maintained correctly your delivery may be postponed or you could have an accidental oil release from over-pressurization of your tank. *Fill pipe must be 1.25 inches minimum, black iron; 2 inches is recommended. Vent pipe must be 1.25 inches minimum, black iron.* If you find your fill and vent system is not up to code, please contact our service department to help assist you in the repair.

THE SILENT KILLER

Carbon monoxide is colorless, odorless and tasteless and can't be detected by humans without the help of an alarm or detector.

How to Protect Your Family from Carbon Monoxide Poisoning

- Make sure furnace vents, intake valves and chimneys are clear of snow and other debris throughout the heating season. Vents that are blocked can affect furnace performance.
- Test your carbon monoxide detector every month to ensure that it is working properly and replace them according to the manufacturer's instructions. Replace the batteries when you change the time on your clocks each spring and fall.
- Since carbon monoxide leaks can be caused by problems with your heating and ventilation systems it is important to have a qualified HVAC company like Hinds Energy perform maintenance on your system annually.
- Never use a gas range or oven for heating.
- Never use a generator inside your home, or less than 20 feet from any window, door, or vent.
- If your carbon monoxide alarm sounds, leave the house immediately and call 911.



Know the Common Signs of Carbon Monoxide Poisoning

Dull headache, weakness, dizziness, nausea or vomiting, shortness of breath, confusion, blurred vision, and loss of consciousness

WE WANT TO PUT MONEY IN YOUR POCKET (A LOT OF MONEY)

As we enter the brunt of the heating season it's common to wonder about the cost of heating your home or business. Fortunately, we think about it all the time! The following are some of the ways being a Hinds Energy customer saves you, not in theoretical terms, real dollars:

- Do not miss your **ten-day payment discount**, your largest single savings
- **Automatic payment discounts** for Electronic Funds Transfers (EFT)
- **Hinds VIP Loyalty Card** allows you to earn points on almost everything you purchase from participating Hinds Energy locations towards various products you may need in the future. Cardholders get access to weekly discounts on gas or diesel products at the pump, most convenience store products, and even your morning coffee! Sheds and garden center products are also included in special loyalty offers! Link your card to your account in our office so you can earn savings on fuel deliveries or service!
- **HindsEnergyOnline.com** is our online store for heating oil, kerosene, and propane with substantial savings offered every day just by skipping the call to our office and managing your own account online.

If you received a normal fuel oil or propane delivery from Hinds Energy and took advantage of just some of these programs you would save \$71.00 from each delivery and subsequent use of the card. What if you need 10 deliveries this year? **Yup, you save \$710.00 this season.** Call our office now to begin saving on your next delivery.

HELPFUL HINTS FROM THE HINDS HEATING & COOLING DIVISION

THINK SPRING! It's never too early to get a quote for spring A/C and/or Heat Pump installs.

Notice to Customers — If you recently had an out of gas situation the delivery driver will leave your LP tank turned off. You must call our office for a service technician to come perform a leak check to ensure that your gas system is operating safely. Please don't hesitate to call if you have any questions or concerns relating to the gas system in your home.

**For all service and scheduling questions during normal business hours,
please call: 570-278-3811, Prompt 3.**

ALWAYS ACCEPTING APPLICATIONS

Hinds Energy is always seeking resumes of qualified individuals that are interested in working with us. While we may not have a current position open that fits your specific skillset, one may become available in the future. We will review your information and contact you should a position become available that aligns with your experience and career goals. Printable job application and other information can be found at:

<https://hindsenergy.com/employment.php>

TESTIMONIALS

Thank you for taking the time to fill out and submit our Hinds Energy Comment Cards. It is important to us that we measure how we are performing. Comment cards can be filled out and submitted at all Hinds locations. Some feedback we have received:

"You can measure your business with numbers. But your greatest asset is your employees. Every day the employees in Susquehanna strive to treat every customer with a cheerful and helpful attitude. It truly makes a difference (positive) in my day when I walk in the H/O Mart." — H/O Mart Customer

"John was very courteous and personable. He gave me options... repair vs. new. Then Josh was very prompt with a quote. I did get another quote but yours was lowest and because I get fuel from you, I went with your company. I'm glad I did." — Heating Oil & Service Customer

"Hinds Energy has always been good to me. The drivers are very respectful and know a lot about the call. They are very efficient at what they do. They are always cheerful and helpful if I need any help or information from them." — Propane Customer

AFTER-HOURS REQUIREMENTS

Customer must have one of the following to be eligible for after-hours/emergency service:

Be on automatic delivery and have account in good standing

Purchased a service plan

Purchased a new piece of equipment within the past year

A gas leak or fuel leak

HINDS AFFILIATES

Need a unique gift or want to start preparing for spring? Check out our affiliates:

Endless Mountains Gift & Gallery, Felix-Hinds Garden Center or Endless Sheds located at:

16855 State Route 706, Montrose, PA 18801

CONTACT US

Main Office Hours: Monday—Friday, 8am to 4pm

Phone: 1-888-883-0692

Email: info@HindsEnergy.com

Website: www.HindsEnergy.com

<p>Endless Mountains Gift & Gallery</p> <p>K-Cups 20% OFF</p> <p><i>Coupon Valid: January 1-31, 2019</i></p> <p>Felix-Hinds Garden Center</p> <p>Seeds Buy 5 Get 1 FREE</p> <p><i>Coupon Valid: January 1-31, 2019</i></p>	<p>Endless Mountains Gift & Gallery</p> <p>Candles 30% OFF</p> <p><i>Coupon Valid: February 1-28, 2019</i></p> <p>Felix-Hinds Garden Center</p> <p>Fountains 60% OFF</p> <p><i>Coupon Valid: February 1-28, 2019</i></p>	<p>Endless Mountains Gift & Gallery</p> <p>Sparq Cooking Products 40% off</p> <p><i>Coupon Valid: March 1-31, 2019</i></p> <p>Felix-Hinds Garden Center</p> <p>Houseplants Buy 1 Get 1 FREE</p> <p><i>Coupon Valid: March 1-31, 2019</i></p>
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HINDS MART

FREE 12oz
Coffee, Cappuccino or
Hot Chocolate

Coupon Valid: Jan 1-Mar 31, 2019



P.O. Box 100
Montrose, PA 18801

Carbon Monoxide Word Search

Instructions: Try to find all the hidden words in the puzzle below. Words can be spelled forwards, backwards, diagonally, up or down.

- BLOCKED VENTS
- CARBON
- CARBON MONOXIDE
- CO DETECTOR
- COLORLESS
- DEADLY
- FUEL BURNING APPLIANCES
- HEATING SYSTEMS
- HOME HEATING SAFETY
- LEAK
- ODORLESS
- OXYGEN
- POISONING
- PREVENTION
- TASTELESS
- TOXIC GAS
- VENTILATION

J F P A G I A S B Q S C F Z Y G B W I B F
 S P R D T L J L M A T H O J B E S J M U X
 T R E K A C X C G S V G S D P Z Z J E C I
 S S V A O X L C U Q V T P D E A D L Y Y T
 M U E W S Q I V A S N T M H P T B J A P C
 E R N B W X E A M E K M T K Q U E D Z M I
 T D T N O U P R V P L N R V R I Q C O V M
 S S I T I I S D L E D E Q N X Q M Q T D K
 Y G O X Y T E F A S G N I T A E H E M O H
 S X N I O K K K N Y L N V O I A B G L I R
 G C M I C N F Z O N G A Y B H H T R E L Y
 N L A O N F O I N A V E N T I L A T I O N
 I M L R G O F M P S S E L E T S A T E Z C
 T B O C B K S P N V Q H Y C H B N Z C O S
 A S T X S O L I W O J Z Z Y S N W Y L X S
 E I E S K I N B O S B A V D U C Y O S Y E
 H H G U A M J B L P S R P Y J K R H A G L
 C S D N D S U F J E O Y A H G L A Q B E R
 I R C D L A H M C F S K B C E J F J W N O
 Y E W N H G H I X M O X O S X K F F K T D
 S X B G J C V D R P H J S H B G N C A L O