

Town & Country Fuel

***Town & Country
Propane***



**Premium Products &
Dependable Delivery Service**

Serving the Community Since 2006

Welcome To

Town & Country Fuel

***Town & Country
Propane***

At Town & Country Fuel, we are committed to meeting your needs with integrity. We believe that integrity manifests itself in the respect with which we treat our customers, the promises we keep, the quality of our products, and our straightforward pricing methods.

As a small local company, our goal is to offer a personal touch along with the capacity to meet your needs no matter how small or large. Whether you're looking for just a few gallons or tens of thousands of gallons, we would be honored to serve you. Feel free to call us to see what Town & Country Fuel can do for you.

2006

Town & Country Fuel was launched in the summer of 2006 by Jonathan Nolt from Wrightsville in eastern York County, PA.

After years of prior employment in the fuel service industry, he started Town & Country Fuel with the vision to provide for his family by offering delivery of quality fuel products with dependable service at an economical price to his neighbors and friends.

2009

By 2009, Jonathan had become involved with a new church planting effort out of state and he relocated to that area.

He sold the business to his friends, the Shertzer brothers, who are located south of nearby Columbia, PA. They were seeking to diversify their family's seasonal lawn care and landscape business and the seasonal nature of a heating oil business was a natural fit.

Our Team Looks Forward to Serving You



Whether you need fuel to power your home, farm, business, or job site, our great service ensures timely and consistent delivery. From heating your home to supporting your business operations, our service is designed to keep your operations running smoothly, backed by our commitment to quality, safety, and customer satisfaction.

2015

With additional resources at hand and the goal to build upon the founder's vision for Town & Country Fuel, the Shertzer family added new staff and additional services as our customer base grew throughout Lancaster, York, and Cumberland Counties.

This led to the establishment of a 2nd delivery location in Mechanicsburg, PA, new relationships with local HVAC companies to service our customers' heating systems, and the debut of our propane division in 2015.

Today

Every day our team goes to work with a vision to honor God in all we do. We are committed to delivering exceptional service to our customers by building upon our legacy of Golden Rule service, careful workmanship, and a high standard of safety, both now and into the future.

Quality Heating Oil

Heating oil, also known as fuel oil or No. 2 oil, is a type of liquid petroleum product commonly used as a source of heat for residential, commercial, and industrial buildings. Heating oil is used in oil-fired furnaces and boilers to provide warmth during cold weather. Heating oil may also be used year-round to heat hot water.

Our goal is to deliver quality heating oil. This is why we treat all of our heating oil with a multifunctional heating oil additive. This additive helps your furnace run more efficiently by cleaning burner nozzles and by dispersing any existing sludge. Additionally, we treat all outside heating oil tanks with a winter additive to help prevent your heating oil from gelling during the winter months.



Benefits of Heating Oil

Heating oil is a safe, reliable energy source that includes these benefits:

- 1. Efficient Heating:** Heating oil is known for its high energy density per gallon, which means it produces a significant amount of heat when burned. This results in efficient and effective heating of homes and buildings.
- 2. Reliability:** Heating oil systems are reliable and can provide consistent heat even during extremely cold weather conditions.
- 3. Flexibility:** Heating oil systems can be used in various settings, including both rural and urban areas and is not limited to a network of natural gas lines. This flexibility makes heating oil suitable for a wide range of homes and buildings.
- 4. Modernization:** While traditional heating oil systems were sometimes seen as less environmentally friendly, modern heating oil systems have become more efficient and eco-friendly. Newer systems incorporate technologies that reduce emissions and improve efficiency.
- 5. Safety:** Heating oil is non-explosive and poses a lower safety risk than other fuels like natural gas. The storage and combustion of heating oil are generally considered safe when proper maintenance and safety guidelines are followed.



Premium Diesel Fuel

Every day thousands of gallons of diesel fuel are used to power our local economy. Diesel fuel is a type of fuel used in diesel engines, which are commonly found in trucks, buses, agricultural machinery, construction equipment, and some power generators.

We know the importance of keeping your equipment running at its best. This is why we add fuel additive to all of our off-road diesel fuel and our on-road diesel fuel. Our premium diesel fuel additive is formulated with advanced stabilizers, antioxidants, and detergents to meet the demands of today's modern engines, keeping your fleet running smoothly and efficiently. Additionally, during the winter months we treat all of our diesel fuel with a winter anti-gel additive.



Here's why our fuel additive adds real value:



Real-World Injector Cleanup

Effectively removes internal deposits, improving engine performance.



Lowers Maintenance Costs

Keeps engines and injectors clean, reducing the need for repairs.



Longer Filter and Engine Life

Protects components, extending service intervals.



Restores Lost Power and Fuel Economy

Helps your engine run like new.



Enhances Lubricity and Thermal Stability

Reduces wear, ensuring smoother operations.



Reduces DEF Regen Frequency

Less downtime, more time on the road.

By integrating our premium diesel fuel into your operations, you get more than just fuel—you unlock the potential for improved performance, increased reliability, and reduced operating costs.

Diesel Fuel Fleet Fueling

At Town & Country Fuel, we understand that the demands of fleet operations require reliable and efficient fueling solutions. Our dependable diesel fuel offerings are specifically tailored to meet the unique needs of your fleet, ensuring that your vehicles are always ready to hit the road. With our premium diesel fuel, you can trust that your fleet will operate smoothly and efficiently, minimizing downtime and maximizing productivity.



Diesel Exhaust Fluid Delivery

We know the importance of clean Diesel Exhaust Fluid (DEF) for newer equipment. We carry small quantities of DEF on our trucks so if you need several pieces of equipment filled with DEF, we can fill your equipment's DEF tank when we are delivering your diesel fuel.



Fuel Tank Maintenance

Aboveground fuel tanks face unique challenges due to their exposure to the elements, leading to potential water contamination. The most common culprits include condensation, which occurs naturally as temperature fluctuations cause moisture to form inside the tank. Additionally, broken gauge caps and unsealed fittings can further exacerbate the issue, allowing water to infiltrate. This accumulation can significantly disrupt equipment operations. Protect your investment by taking proactive measures!

What We Do for You

- ✓ Every gallon of our fuel is treated with additives.
- ✓ Our drivers replace gauge covers if they notice one is broken or missing.
- ✓ Before filling an outside tank for the first time, we do a water-finding paste test.
- ✓ We offer complimentary fuel tank bottom testing.
- ✓ If you have fuel quality issues, we will customize a fuel treatment plan for you.

What You Can Do

- ✓ Change fuel filters on your storage tank at least two times per year.
- ✓ Paint aboveground fuel tanks white or silver to reflect the sunlight and reduce condensation.
- ✓ Using pipe thread compound, reseal all caps and accessories on the top of your tank.
- ✓ Keep outdoor aboveground tanks away from rain gutters that could overflow.
- ✓ Use water-finding paste to check for water.

Clean-Burning Propane

Propane — sometimes known as liquefied petroleum gas, or LPG — is a gas normally compressed and stored as a liquid and delivered by propane delivery trucks also known as bobtails. Propane is nontoxic, colorless, and virtually odorless. However, an identifying odor (Ethyl Mercaptan) is added so it can be detected in case of a leak.

Our propane is HD5 propane which is the highest grade of propane available for consumers. Also, our propane is blended with methanol, a product that helps prevent moisture from freezing up your regulators and valves. Our clean-burning propane will help your appliances burn cleanly and efficiently.

Benefits of Propane

Propane is a versatile fuel with a wide range of uses. Propane is commonly used for furnaces, fireplaces, water heaters, cook stoves, clothes dryers, generators, and grain dryers.



Propane Safety

Propane is a safe, economical, clean-burning, and versatile fuel when properly used. But, if propane is used or handled incorrectly, it is highly flammable when mixed with oxygen and can be ignited by open flames, smoking materials, electrical sparks, and static electricity.

For this reason, our drivers and service technicians are trained and certified in the safe handling of propane through training programs offered by the Propane Education & Research Council (PERC).



**Your Safety is
Our Priority!**

When servicing a propane system for the first time, we perform a leak check of the system looking for leaks from the propane tank to each appliance that is connected to the system. For 500 gallon and larger tanks, the initial leak check is complimentary. For systems with tanks smaller than 500 gallons, we charge a nominal fee for performing a leak check. If a tank runs out of propane, we are required to perform another leak check to verify that no propane leaks exist.

We give new customers a safety brochure to educate them on the proper use and handling of propane. This brochure includes a scratch-n-sniff scent of propane to help you recognize its smell. When we install or leak check a propane system, we verify that the system is installed according to the NFPA 58 regulations. You can have peace of mind that Town & Country Fuel values your safety and well-being.

Propane Tank Sales & Installation

When it comes to installing a new propane system or upgrading your existing propane system, it can be overwhelming to make all the decisions. But don't worry. We are here to help. Using our knowledge and experience, we will guide you through the process, discussing your project details and addressing any concerns you may have. Our team of experts will ensure that the installation is done safely, following all codes and regulations.

Your safety and satisfaction are our top priorities, so you can trust us to deliver a reliable propane system for your home.



We understand that selecting the right propane tank size is crucial for your home and business's propane needs. We are here to provide personalized guidance based on the specific appliances you intend to use. We take the time to assess your requirements, ensuring you have the perfect propane solution that optimizes both efficiency and comfort.

The most common sizes of tanks we offer are 100 lb., 120 gallon, 500 gallon, and 1,000 gallon. Burying a 500 gallon tank or 1,000 gallon tank is a great way to have your propane tank out of sight. We can even take care of the excavation needed to bury an underground propane tank.



Before your tank is installed, we will do a complimentary site visit to verify proper tank sizing and placement. Also, we can coordinate the timing of the tank installation with your HVAC company so that your tank and propane appliances are installed in conjunction with each other.

We have propane tanks in stock and ready for installation. Call us today to discuss your project.



Propane System Maintenance

To keep your propane system running smoothly and efficiently, it's important to be aware of potential maintenance issues that may arise. If you have any questions or concerns about your propane system, our service department is happy to help you.

Propane System Leaks:

Over time, fittings can become loose or parts can wear out. If you ever detect a "rotten egg" smell coming from your propane system, this could indicate a leak in your system. Please contact us immediately if you smell propane.

Regulator Malfunctions:

A worn-out regulator may start leaking. If your regulator is over 20 years old, you should get it inspected even if you're not experiencing problems.



Tank Maintenance:

If your tank is showing signs of rust, it should be painted. DOT tanks need to be recertified after 12 years initially and then every 5 years thereafter. Our drivers are trained to look for the recertification date on propane tanks. If they see that the tank needs recertified, we will do this at the time of delivery.

Cathodic Protection:

To help prevent corrosion, it is recommended that all underground propane tanks have a working cathodic protection system. Over time, corrosion can create pits or holes in the tank and lines. Without proper protection, leaks can occur, resulting in personal injuries and property damage. According to the National Fire Code (NFPA 58), if your underground tank was installed after January 1, 2011, your tank must have a working cathodic protection system. If your underground tank was installed prior to January 1, 2011, cathodic protection is not required, but it is highly recommended for your safety. Customers who own an underground propane tank are responsible for following the testing requirements and maintaining proper documentation.



Lease-to-Own Propane Tank Program

If you want to purchase your own propane tank, but you do not have the money upfront to purchase the tank, we offer a Lease-to-Own Propane Tank Program. The way this program works is that you lease the propane tank from us while making monthly payments toward the purchase of the propane tank. We offer a 24-month payment plan for our Lease-to-Own Propane Tank Program. Please call our office for more information about this program.



Leased Tank Program

Town & Country Fuel is committed to offering solutions to fill our customers' needs. Some of our customers own their own tank, and some of our customers lease their tank from us. With our Leased Tank Program, we have options for diesel fuel tanks and propane tanks.

If you are looking for solutions for your on-road diesel or off-road diesel needs, we can supply a tank for you so that you have a ready fuel supply on hand where and when you need it. Or if you have a propane furnace and/or other propane appliances, we have multiple tank sizes available to match your usage.

Following are several benefits of our Leased Tank Program.

Low initial set-up costs. Due to rising steel prices, we have seen tank prices increase over the years. If you purchase a tank, the higher tank price will increase the length of time it will take to recoup the cost of your investment.

Maybe you are working at a short-term jobsite and only need diesel for a few months. Leasing a diesel fuel tank from us can help you avoid the costly investment of purchasing a tank. Leasing a propane tank for your home will also reduce your upfront cost versus purchasing your propane tank.

Lower maintenance costs. If you own your tank, you are responsible for the ongoing maintenance and upkeep of your system. Items such as keeping the tank cleaned and painted, maintaining the regulators on a propane system, and maintaining the fuel pump on a diesel system become our responsibility if you lease the tank from us.

Priority Service. If you lease a diesel tank or a propane tank from us, we will set up your account on Automatic Delivery. Or if your usage will vary, we can install a tank monitor on the tank so that we can monitor the tank level remotely. Both of these options will give you priority service over the call-in customers.

Whatever your needs are, we are here to give you options and to help answer any questions that you have.



Automatic Delivery Program

- ✓ No need to call our office for each delivery.
- ✓ Computerized degree day system customized to track your usage patterns.
- ✓ Take advantage of the same competitive rates as our will-call customers.
- ✓ No cost to sign up.

Automatic delivery is a free service that we offer. Customers who sign up for automatic delivery can rest assured that we will provide priority delivery service and keep your tanks supplied with our fuel products all season long. To facilitate this, we use a computerized degree day system that is customized to track your usage patterns based on your past usage. Our system also calculates furnace usage based on the outside temperatures each day. Our degree day system is enhanced with a baseload setting that calculates usage on appliances that use fuel consistently all year long. These appliances include hot water heaters, dryers, and cookstoves.

To get started, we request information about the appliances on your heating oil or propane system on the Application for Automatic Delivery. This information allows us to serve you better. If you add an appliance to your system or if your usage changes for any reason, we request that you notify us. This will help us make adjustments to your usage projections, thus enabling us to better serve you and avoid letting you run out of fuel.



Remote Tank Monitoring

Remote tank monitors offer several benefits for residential, agricultural, and commercial customers. Some of the key advantages include:

- 1. Accurate Monitoring:** Remote tank monitors provide accurate readings of the level of your fuel or propane tank. This eliminates the need for manual checks or guesswork, ensuring that you always have an accurate picture of your fuel supply.
- 2. Alerts:** Our remote monitors send us alerts when your fuel levels drop below a certain threshold.
- 3. Convenience:** With remote monitoring, you can track your fuel levels from anywhere using a mobile app or online dashboard. This eliminates the need to physically visit your tank every time you want to check your levels.
- 4. Cost Savings:** Accurate monitoring helps prevent run-outs, which can be costly due to emergency delivery fees and potential damage to appliances or systems that rely on propane, diesel fuel, or heating oil.
- 5. Peace of Mind:** Remote monitoring provides peace of mind, especially for those who rely on propane, diesel fuel, or heating oil for heating, cooking, generators, or other critical applications. You'll know that we're always aware of your fuel levels and can take action before your supply gets too low.

Remote tank monitors offer convenience, cost savings, and peace of mind, making them a valuable tool for managing your fuel supply effectively.



ProtectionPlus+ Program

- ✓ Please call for our current cap price.
- ✓ Take advantage of lower prices if the market is below this price.
- ✓ Pay as you go.
- ✓ Insure this price by purchasing a price protection premium.

At Town & Country Fuel, we understand the concerns you may have about rising fuel prices. Our Price Protection Program is designed to give you control over your fuel costs and protect you from unpredictable market fluctuations. With this program, we guarantee you a specific price for your fuel, regardless of how high the market goes.

If the market price goes above our cap price, you only pay the cap price. And if the market price falls below our cap price, you can still take advantage of the lower market price. You insure this price by purchasing a cap premium based on the number of gallons you use in a heating season. Our Price Protection Program is a great way to control your costs because going into the season you know what the highest price is that you will pay for your fuel. This way you can accurately budget for your heating costs.



Budget ProtectionPlus+ Program

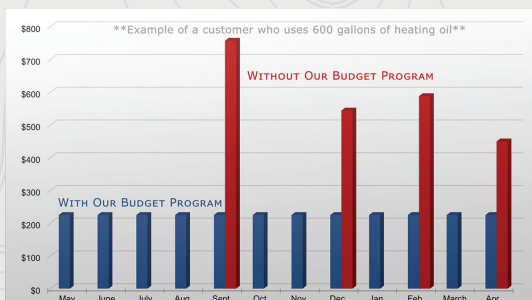
- ✓ Twelve equal monthly budget payments.
- ✓ Know your costs before winter starts.
- ✓ Guaranteed maximum price per gallon.
- ✓ Choose your preferred payment method.
- ✓ Includes automatic delivery.

Have you ever wished your heating bills were more manageable? Our Budget Program, which runs from May 1 to April 30, gives you the option to make twelve equal monthly payments so that you do not need to dread paying for your next delivery.

We bundle our Budget Program with a price cap. This means that we will guarantee you a maximum price per gallon for the season. This gives you peace of mind that your monthly budget rate will not increase mid-contract due to rising fuel costs.

Our Budget Program also includes Automatic Delivery. Without you even needing to watch the gauge on your tank, we will estimate when you need your next delivery, and we will automatically stop by to fill your tank. If you are on the Budget Program, the credit on your account from your monthly payments should be enough to cover each delivery as you need it. No more stressing out over your heating bills during the winter months!

Please call us to receive a no-obligation customized quote on what your monthly budget amount would be for this year.



Fixed Price Program

- ✓ Available for propane.
- ✓ Please call for our current fixed price.
- ✓ Guarantees a fixed rate for one year.
- ✓ Purchase a year's worth of propane at the beginning of the season.
- ✓ Includes automatic delivery.

Our Fixed Price Program gives you the opportunity to purchase a year's worth of propane at a fixed price. There are no fees to sign up for this program. Simply take the number of gallons you wish to pre-buy and multiply this by our current fixed price. Your pre-buy payment will be credited to your account and then, as we make your deliveries, we will deduct the cost of your deliveries from the credit on your account. This program is ideal if you want to know the exact total cost of heating your home before the heating season even begins.

Due to the volatility in the heating oil market, we are currently not offering a Fixed Price Program for heating oil. If you are interested in a guaranteed price for heating oil, we recommend our Price Protection Program.



Emergency Delivery

We know that sometimes, important tasks like checking the level of your heating oil or propane tank can slip your mind. If you find yourself in a situation where your tank runs empty and you don't have heat or hot water, feel free to give us a call. As a service to our existing customers, we offer emergency delivery for an additional fee. We dedicate resources to having someone on-call at all times. In case you are unable to reach us directly, leave a message, and we will return your call as soon as possible.

We understand that running out of heating oil or propane can be inconvenient, frustrating, and costly. That's why we highly recommend our Automatic Delivery Program. With this program, you can avoid the hassle of monitoring your heating oil or propane tank levels as we will take care of it for you.



How to Order

We offer two easy ways to set up an account. The first is by calling our office and providing us with the necessary delivery information. The second is by creating an account online by visiting bit.ly/mytownandcountry. By doing so, you'll have access to a variety of features, including the ability to schedule and pay for your deliveries online, as well as check on the current day pricing for fuel and propane.

Account Options

At our company, we prioritize convenience and reliability for our customers. That's why we offer hassle-free heating oil and propane delivery, with no need for a contract. All you need is an account with us, and we'll take care of the rest. You can monitor your tank levels and give us a call whenever you need a refill, or you can sign up for our Automatic Delivery Program and let us handle the rest. With our Automatic Delivery Program, you can rest assured that we'll keep your tank from running out, so you'll always have the heat you need.

When to Order

We recommend refilling your heating oil or diesel fuel tank when the gauge is showing 1/4. This is the perfect time to order since this amount of fuel will last you until we can make a delivery. This should also give your tank the capacity to take a 150 gallon delivery so you don't get charged an under minimum delivery charge.



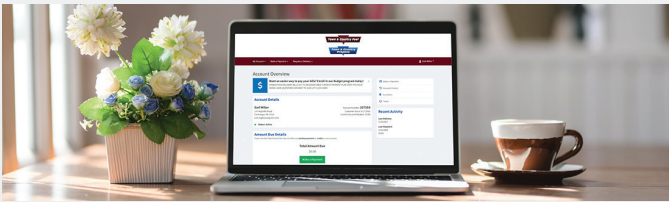
We recommend refilling your propane tank when the gauge is between 20% and 30%. By doing so, you can avoid running out of gas and the hassle and cost of an "Out of Gas" leak check. You will get your best propane price when your tank is at 30% or less.

If you are looking for a small delivery, we are happy to accommodate your needs. Heating oil or diesel fuel deliveries under 150 gallons are subject to an under minimum delivery charge. Propane deliveries under 60 gallons are subject to an under minimum delivery charge.

Payment Options

We understand the importance of easy, hassle-free payments. That's why we offer a range of payment options to suit your needs. You can pay for your delivery with a debit or credit card, including Mastercard, Visa, Discover, and American Express, with no additional fees. Alternatively, you can provide our driver with cash or a money order when he makes your delivery. You can also order and pay for your delivery online.

We accept personal checks with approved credit. To get started, simply contact us for a credit application. If your credit is approved, you'll be eligible for our 10 Day Terms. This means we will leave a receipt for you after each delivery and then you may mail us a check, call our office with your credit card information, or pay online within 10 days.



Access Your Account Online

bit.ly/mytownandcountry

With your online account, you can...

- ✓ Place an order for delivery.
- ✓ Make card payments.
- ✓ Update your card information.
- ✓ View your account history.
- ✓ Check our current pricing and follow market trends.

To access your account online you will need your account number and email address. Your six-digit account number can be found on your delivery ticket.

Lawn Sign Program

Have you seen one of our lawn signs in your neighborhood? From late summer to early spring, we offer lawn signs to our heating oil and propane customers when you place an order. With your permission, our driver will place a sign on your lawn when he delivers your fuel. We will keep the sign there for about four to six weeks and then we will pick it up. Following the collection of the sign, we will place a \$10 credit on your account that you may use towards your next delivery.



Refer-a-Friend Program

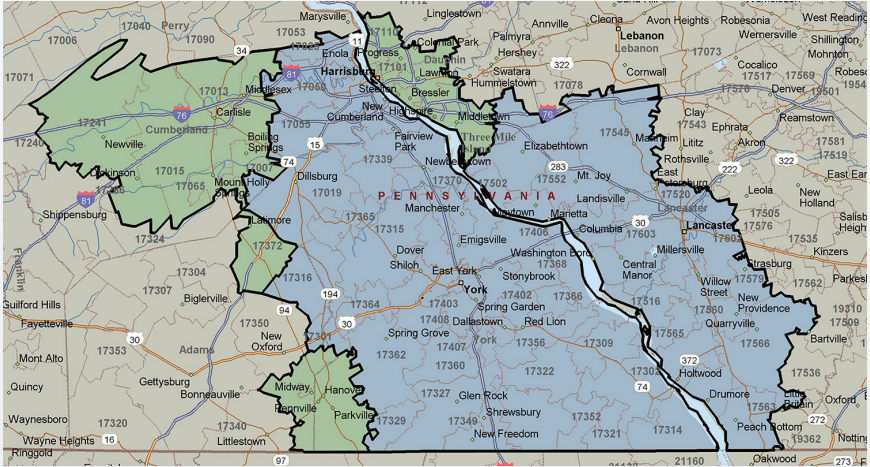
At Town & Country Fuel, our commitment to exceptional customer service is at the heart of everything we do. We believe that our loyal customers are our best advocates. By sharing your positive experiences with friends and family, you can help them benefit from our reliable fuel services while earning rewards for yourself.



Here's how our Refer-a-Friend Program works:

- ✓ You will receive a \$15 Account Credit for each new customer you refer.
- ✓ Your friend will receive a \$15 Account Credit after their first delivery.
- ✓ You will receive a \$30 check for each customer you refer who signs up for Automatic Delivery.

Our Service Area

We serve all of York County, western Lancaster County, and eastern Cumberland County.



-  Heating Oil, Diesel Fuel & Propane
-  Heating Oil & Diesel Fuel

Our Mission Statement

*Our goal is to provide
a Quality Product,
with Great Service,
at a Competitive Price every time
by Courteous Representatives
of Our Company.*

Experience the Town & Country Advantage!

- ▼ **Premium Products**
- ▼ **Competitive Pricing**
- ▼ **Courteous Office Personnel**
- ▼ **Convenient Online Ordering**
- ▼ **Prompt Response Time**
- ▼ **Careful Delivery Professionals**

PRODUCTS

- Heating Oil
- Propane
- Off-Road Diesel
- On-Road Diesel

SERVICES

- Automatic Delivery
- Remote Tank Monitoring
- Price Protection Program
- Customized Budget Program
- Fixed Price Program
- Emergency Delivery
- Fuel Quality Testing
- Diesel Fuel Tank Leasing
- Diesel Fuel Fleet Fueling
- Propane Tank Sales
- Propane Tank Installation
- Propane Tank Leasing
- Propane Tank Lease-to-Own Program



Serving South Central PA

Give Us a Call: (717) 252-2152

Visit Us Online: bit.ly/townandcountryfuel