



FUEL FOR THOUGHT

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DIXIE: SUPPORTING OUR COMMUNITIES

The success and growth of Dixie Gas & Oil has been achieved only by support from the many customers in our communities. Dixie is a local company – our families live here too and we feel strongly about supporting the organizations and events that help make our communities such wonderful places to live and work.

Susan G. Komen

Dixie renewed its support for Susan G. Komen with a continued financial commitment and the addition of two new trucks, designed in the pink Komen theme.

Women in the U.S. have a 1 in 8 lifetime risk of being diagnosed with breast cancer. Founded in 1982, Susan G. Komen is the largest nonprofit source of funding for the fight against breast cancer. To date, the organization has invested more than \$2.9 billion in research, community health outreach and advocacy programs. Their efforts have helped reduce

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Below are the new propane delivery truck (top) and service truck that were added to the Dixie fleet to help maintain awareness of the fight against breast cancer.



PRESIDENT'S LETTER

A Message from Dixie's President, Christopher C. Earhart



With 2018 now behind us, please allow me to personally express my appreciation to you for choosing to be a Dixie customer. From simple beginnings, 72 years ago, Dixie has grown to be a regional supplier of propane and petroleum products to families and businesses in 16 counties throughout Western and Central Virginia. This growth has been possible only

with the support of many loyal customers – customers just like you. Thank you for your business.

For the past several years, we have focused on updating much of our technology and customer offerings, including our wireless tank monitoring capability, our delivery and service dispatching systems, the accounting and customer service software packages, a complete re-design of the Dixie website and new propane equipment merchandizing programs, including major renovation projects for all four of the Company's hearth and heating showrooms. During 2018, we continued to develop and enhance these functions, but, most notably, we introduced a new way for customers to use propane gas – Metered Service.

With Metered Service, Dixie keeps a good supply in the tank and customers pay monthly for the propane used, eliminating big bills when a tank is filled. There's no need to call in or to time orders for budget reasons, so this service is an ideal alternative for current Will-Call customers. There are no tank rental or delivery fees with Metered Service, so after installation, all you pay is a small monthly fee and for the propane you've used. Visit our website at dixiegas.com or give us a call to learn more about this innovative new way to enjoy the cleanliness, efficiency and warmth of propane.

While Dixie continues to grow, we are proud to remain a local company. We feel strongly about supporting the organizations and events that help make our communities such wonderful places to live and work. We renewed our support for Susan G. Komen this year with a continued financial commitment and two new trucks, designed in the pink Komen theme. We were pleased to again support youth activities at the Augusta, Greene, Highland, Madison, Rockbridge and Rockingham County Fairs. In addition to our "Buddy Harris" scholarship awarded annually, scholarships were also provided this year for students at Blue Ridge Community College.

Please see the articles on the inside pages of this newsletter for more detail about these exciting events at Dixie! Thank you again for your business and we wish you all the best for the upcoming year. 🔥

Sincerely,

Christopher C. Earhart

DIXIE GAS AND OIL CORPORATION INTRODUCES METERED SERVICE

Eliminates Large-Volume Purchases, Delivery Fees and Tank Rentals

Dixie is pleased to introduce a new metered service option for propane. With this service, propane usage is metered and customers pay monthly for the amount of gas used. This purchasing method aligns propane with other usage-based utilities, such as electricity, natural gas and municipal water.

"At Dixie, we value our customer relationships and always seek to innovate when customers benefit," said Chris Earhart, president of Dixie Gas & Oil. "While our customers appreciate and enjoy the cleanliness, efficiency and warmth of propane, some have told us that buying a large volume at one time can create a hardship. This exciting new program answers that concern – we keep a good supply in the tank and customers pay for what they use, as they use it."

The equipment required for this type of service is effectively the same as for any propane system which uses a tank and one or more regulators, but a meter is integrated into the system. Meters

in the Dixie system will communicate remotely with wireless technology.

The gas in the tank belongs to Dixie and the customer pays monthly for the propane used, as they use it. This eliminates large-volume purchases when a tank is filled. Customers who preferred to order fuel as needed (a Will Call plan) to avoid these large purchases have no need to do that with metered service. In addition, there are no delivery fees or tank rental charges with metered service – customers only pay a small monthly fee and for the propane they use.



"We believe that metered service will be a great option for many of our customers, as well as for people new to propane," Mr. Earhart concluded. "The service simplifies the process of purchasing propane and offers a convenient and reliable solution with minimal up-front costs."

For more information about metered service, please contact Dixie Gas & Oil at 540-248-6273 or through the website at dixiegas.com. 🔥

SUPPORTING OUR COMMUNITIES ... continued from front cover

deaths from breast cancer by 39% between 1989 and 2015. Their current goal is to reduce breast cancer deaths by 50% by 2026.

Dixie will donate a minimum of \$8,000 this year, supporting both the Virginia Blue Ridge and Central Virginia Komen affiliates. A new propane delivery truck and a service truck in Komen themes were added to the Dixie fleet this year, to help maintain awareness of the fight against breast cancer.

Youth Activities at the County Fairs

Summer is County Fair season and Dixie was pleased to once again support youth activities at the Augusta, Greene, Highland, Madison, Rockbridge and Rockingham County fairs. For the 4-H/FFA livestock events, Dixie



Participants of the Kids' Pedal Tractor Pull at the Madison County Fair gather around for a group photo.

contributes prize money for show winners, purchases animals at the sales or donates items that can be used at the shows and on the farm for each exhibitor.

At the Augusta and Madison County Fairs, Dixie also sponsored the Kids' Pedal Tractor Pull – fun events offered free-of-charge to the public and open to children up to 8 years old.

Local Students Awarded Scholarships

Each year, Dixie Gas & Oil recognizes the outstanding achievement and work ethic of a student at Valley Career and Technical Center (VCTC) by awarding a scholarship in memory of Buddy Harris, a long-time Dixie employee. At the center's 2018 Recognition Ceremony on May 15, 2018 the scholarship was awarded to Tybios Turner, a graduate of Waynesboro High School.

Scholarship recipients are chosen from the trades curriculum by the staff of Valley Career and Technical Center and receive \$500 toward the cost of books and tuition or for graduates to acquire tools and equipment necessary to begin their career.

Also, each year Dixie provides a \$1,000 scholarship for students at Blue Ridge Community college. 🔥

WINTER WEATHER REMINDERS

Snow, ice, and bitter cold came early this year. Predictions are for more, so it is important to remain prepared. Your comfort and peace of mind are priorities for us here at Dixie. Here are some simple tips to ensure that you and your family remain warm, well, and worry free this winter:

How to Check Your Fuel Level

- If you are an automatic fill customer, we'll be monitoring your fuel level. But if you'd like to check, tank gauges are located under the dome on propane tanks.
- If you experience particularly high usage, you may need fuel sooner than usual. If your tank is at 20% or less, give your local Dixie office a call. It is important to NEVER let a propane tank become fully depleted.

Check Your Tank Marker

- Our drivers may mark underground tanks with florescent flags. This marker ensures that we can find your tank if snow covered. Please keep your marker upright and visible.

Clear Driveway Overhead and Side Obstructions

- Ice and snow can cause overhanging branches to droop into driveways. To avoid damage and to allow access, please keep a clear path maintained. Delivery vehicles are much larger than average – they need more space.

Clear Driveways

- Winter weather is unpredictable and when bad weather comes, it may coincide with a delivery. Please do your best to clear driveways following inclement weather to allow access. 🔥

GAS LOG SETS – NEW USE FOR OLD FIREPLACES

A Buyers Guide for Propane Log Sets

Gas log sets have been increasing in popularity for several years and this growth trend is projected to continue well into the future. Reasons for gas log popularity include:

- *Ease of use* - turn a knob or push a remote and you instantly have a fire!
- *Cleanliness* - no wood to carry in or ashes to clean out
- *Warmth* - gas logs add comfortable heat to the areas you spend time
- *Efficiency* - Vent free gas log sets are 99.9% efficient
- *Simple Installation* - gas logs can be installed in most any existing wood-burning fireplace
- *Economical* - Compared to other hearth products, gas logs sets are relatively inexpensive

There are many gas log sets available with a wide variety of features and appearances. Understanding common terminology that applies to all can be helpful as you consider what log set is right for you.

Venting: Log sets are available either as vent free or vented. Vent free log sets are simply placed in your existing wood-burning fireplace, with the damper closed. The damper can be opened to achieve the same look, but with less heat.

BTU Rating: BTU is a measure of heat output - the higher the BTU rating, the more heat produced. Most vent free log sets are rated from 25,000 to 35,000 BTU, which is ample to warm an average-sized room.

Size: The sizes of log sets are based on the unit's width. Common sizes are 18", 24" and 30", one of which will fit most existing fireplaces. The 24" size is most common.

Burner: The gas burner is the most important part of a log set as it determines the BTU rating, size of the log set, flame pattern, realism and type of control.

Log Type: "Refractory" logs are made of high-heat concrete and feature rich detailing for the most realistic appearance. "Ceramic Fiber" logs lack some of the detail of concrete, but have the feature of glowing as they are heated. The choice of log type is mostly an aesthetic decision.

Control: The most common controls for log sets are manual and millivolt (MV). Manual logs sets must be turned on and off with a knob located on the burner. Millivolt control allows for the use of wall switches, remotes, thermostats, etc. Both manual and millivolt will operate without electricity.

Appearance: While the technical details matter, the most important aspect of your buying decision should be appearance - you should be pleased with what your gas logs look like!

At Dixie, we stock a variety of gas log sets, all with live-burn displays so you can see them in use. We will be pleased to show you the units we display and we have access to many, many more. Check our website at dixiegas.com for our end-of-season sale on gas log sets and other hearth products coming up in March 2019! 🔥





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FUEL FOR THOUGHT

CONTACT INFORMATION

Dixie Gas & Oil Corporation has been delivering quality home heating fuels throughout the area since 1946. Our locations are listed below:

Corporate Office

229 Lee Hwy., Verona, VA 24482
540-248-6273 • 800-403-4943
Showroom

Lexington Office

2460 N. Lee Hwy., Lexington, VA 24450
No mail receptacle • 540-463-4623
Showroom

Covington Office

9314 Winterberry Ave.,
Covington, VA 24426
No mail receptacle • 540-962-6336
Showroom

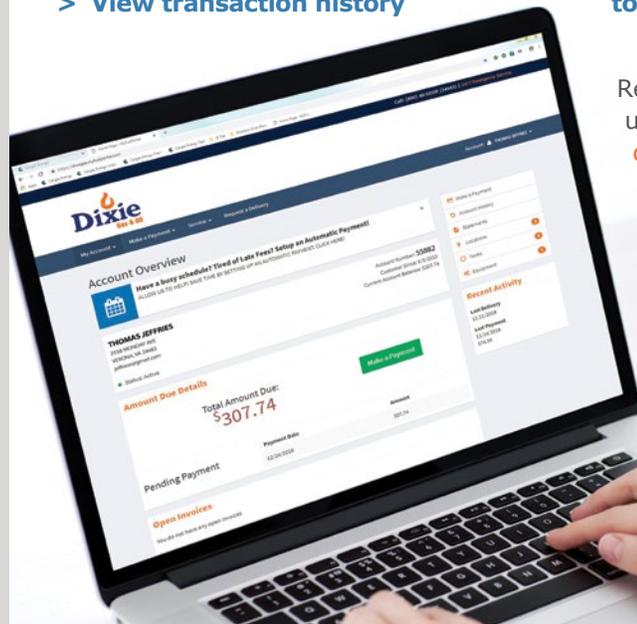
Elkton Office

600 Mt. Hermon Rd., Elkton, VA 22827
No mail receptacle • 540-298-1256
Showroom

Introducing MyFuelPortal... A New Customer Portal for Dixie Customers!

Dixie strives to provide innovations that benefit customers. MyFuelPortal is a new way for customers to access information about your account online, 24 hours a day, 7 days a week. With MyFuelPortal, you'll be able to:

- > Perform basic account maintenance
 - updates to email addresses and payment methods
- > View balances and budget history
- > View transaction history
- > Order fuel or lubricants
- > Request service
- > Make secure payments with methods you set up. No need to re-enter every time.



Registration is free and easy. Sign up on Dixie's website today at dixiegas.com. Click MyFuelPortal in the main menu.

