

Employee Newsletter June 2005

Volume 4, Issue VI

Solvang



June Birthdays

- June 1: Rita Rios, Farmersville
- June 9: Darrell Montoya, Sylmar
- June 10: Daniel Kulstad, Santa Paula
- June 11: David Snider, Farmersville
- June 12: Ignatos Pyuskulan, Pomona
- June 14: Laurie Bollman, Paso Robles
- June 20: Mike Simons, Bakersfield
- June 20: Matthew Norton, Paso Robles
- June 24: Derek Hurt, Bakersfield

HAPPY BIRTHDAY FROM DLE!

Office administrator **Sandie Cramer** is out of the office for awhile to be with her sick father. **Pete**, the Lancaster office and the whole DLE family want **Sandie** to know that she is missed. We all send our best wishes to **Sandie** and her father.

Santa Paula~

"In the month of April, my staff (consisting of **Doug Neumann, Polo Rosales, Christian Garcia, Garrett Bauer** and **Shana Kolek**) stepped up to the plate and picked up a whole lot of slack for me," Manager **Dave Plotkin** said. "Any manager would feel a great sense of peace just knowing that his crew is on their "A" game even when he is not in the office."

The staff at camping world, **Mauro Angeles** and **Chris Warner**, have been earning plenty of compliments. Many have called in to say what a pleasure they are when they come in for fuel. Thanks to a great group of guys and one lady!

Paso Robles~

With the wet weather pretty much out of the way, construction projects for the Paso office are back in full swing. Manger **Richard Steck** reports that thanks to stellar sales manager "Too Tough" **Ken Sauret**, they are installing and setting domestic tanks for a 61 unit Senior Living complex in Atascadero. It will be a big job for the crew, requiring 4000 feet of underground piping and two, 2,000 gallon tanks. It will run from a meter system fed from a large tank farm. "Now we just need to figure out how to read all those new meters!" jokes **Richard**.

"New construction starts seem to be down when compared to the last few years, although there are plenty to keep DLE growing," **Ken** said. "The future looks bright."

Bakersfield~

Regional Sales Manager **Mike Loguidice** knows that a very important part of sales is having confidence in the people you work with. Knowing that, says **Mike**, when I pass an order to the office it will be completed on the day promised. He would like to personally thank the staff of the Bakersfield and Lancaster branches for the outstanding way they handle demanding customer issues. "The more satisfied customers DLE has the easier and more fun all of our jobs become," **Mike** says. He commends **Cris Mitchell, Mike Simons, Judy Longbottom, Pete Lopez, Fred Ayala, Sandie Cramer** and the drivers **Dennis Claxton, Jim Raley, Craig DeJaynes** and **Frank Pina**.

Pomona~

Manager **Dave Ives** reports that new driver **Steve Stacy** is doing a great job. He is making his customers a priority and is anxious to learn more about the business. Dave would like to thank all his employees for keeping up with the fast pace of the Los Angeles area and for keeping in mind every day that the customer always comes first.



Ben Romayor
Yard Man



Craig Lang
Route Sales



John Gehr
Route Sales



Mike McGinty
Service Manager



David Martinez
Route Sales/Service Technician



Tim Philley
Manager



Denise Houghtaling
Office Administrator

Arroyo Grande~

Things in the shop and on the road are going well. It's been interesting to watch competitors marketing schemes come and go, says Manager **Troy Mack**. "At times it can be hard to believe the amount of deception that gets foisted upon the general public with regard to propane sales (or anything else I presume)," Manager **Mack** said. "We are attracting and retaining new accounts in this competitive climate. It is my belief that this is a direct correlation to the integrity of our crew and their commitment to customer service."

Sherrin Gaither is working very diligently, splitting her time between the AG office and Paso Robles. Manager **Mack** acknowledges that she has an enormous impact on the customers' first impression of the company and helps set the tone of the conversation in her first few words. **Sherrin** is rapidly gaining command of the total "system" utilized by corporate to process the daily work. Thanks **Sherrin** for all you do and for being a part of our crew.

Lancaster~

The Lancaster crew had an excellent April. Manager **Pete Lopez** wants to personally thank his service tech **Fred Ayala** for all the hard work he put in this month. **Fred** worked \$3400 in labor. **Pete** also wants to praise his drivers **Craig DeJaynes** and **Frank Pina** for turning in another solid month.



In their second winter at their new location, the Solvang office proved to have a profitable wet season. The office moved to a new building at the edge of the city to a scenic setting at the outset of winter two years ago. Now preparing to enter warmer months, the Solvang crew was glad that they were able to concentrate on just sales instead of moving this winter.

The seven-person crew is headed by Manager **Tim Philley**. **Tim** has been a loyal DLE employee for more than 22 years. A glasses wearer since 5th grade, **Tim** was excited about his recent LASIK surgery. **Tim** and his wife had the surgery done together to correct their vision.

Office Administrator **Denise Houghtaling**, an 18-year veteran of the company, has been working with her husband Robert on his recovery from knee replacement surgery. She says he is doing very well and is up and walking again.

Craig Lange, David Martinez and **John Gehr** run the Solvang route sales team. **Craig** recently returned from a well deserved, two-week vacation in Yosemite National Park and Jackson, Wyo. **David** is a proud father, staying busy with his newborn son Joshua. He is also very pleased with his two other children, Esther, 9, and David, 7, for the great help they have been to their parents.

Service Manager **Mike McGinty** and Yard Man **Ben Romayor** round out the team. **Ben's** position keeps him busy with everything from tank painting to bottle filling. **Ben** enjoys working for **Tim** and says, "He's the best boss I've ever had."

"I want to thank the crew for all the hard work they've put in this winter," **Tim** says. "Now we just need help collecting money on all those sales!"

Inside the Industry...

Propane Industry Contributes \$30 billion to GDP...



A new study released by the National Propane Gas Association and the Propane Education & Research Council revealed never before seen statistics about the impact of the propane industry on the nation's economy.

The results of the report indicated that the propane industry is responsible for contributing almost \$30 billion to the nation's Gross Domestic Product (GDP).

The GDP is the total annual output of the nation's economy. It takes into account annual consumer spending, business and residential investment, government spending and trade deficit.

The \$30 billion contribution was calculated after combining the industry's five major subdivisions- production, transportation, storage, wholesale and retail.

The propane industry is also credited with providing more than 56,000 jobs domestically. Texas, California, North Carolina, Florida, Missouri, Louisiana and New York have the highest number of propane related employees.

The retail division of the industry is largely to attribute for these positions. Production, transportation, storage and wholesaling combined only equate to 20 percent of the domestic propane job market.

The significant findings of the study report that 83 percent of the economic return provided by the propane business remains in the country.

The study also detailed the breakdown of domestic revenue generated by the industry. It reported that the direct financial impact of the propane industry is \$11.7 billion annually.

A reported \$6.1 billion came from retailing; \$5.1 billion resulted from production and imports; \$500 million were produced from transportation and storage. Indirect impacts add an additional \$18 billion annually to the total.

This report was the first instance that numbers were calculated specifically for the propane industry and reviewed separately from the country's oil and gas sector.

The study was conducted by Energy and Environmental Analysis Inc., as part of NPGA's \$1.1 million capital awareness campaign.

Source: LP Gas Magazine

PROPANE
EXCEPTIONAL ENERGY

Push households to expand propane usage...



Household propane consumption has been on the rise since the previous decade. Between 1990 and 2000, the number of households using propane as a primary heating source, increased by nearly 1.6 million and the overall market share rose from 5.7 percent to 6.5 percent.

Despite this positive trend, the Propane Education and Research Council's Market Metrics Initiative (MMI) reports that almost two-fifths of current propane users limit their propane consumption to just one household outlet. The MMI also reported that water heaters are the one outlet most commonly switched to propane first.

Help reverse this development by discussing with customers other areas of the house that can benefit from propane.

Look for the release of new safety brochures...

The Propane Education and Research Council will be releasing a new set of consumer propane safety materials to be released between June and July. For more information, call Alicia Dunn at (202) 452-8975

LP/GAS magazine released a list of the nation's largest propane retailers recently. Delta Energy cut and ranked DLE was also the only California-based propane retail marketer to appear on the listing.



Quote of the Month ~

"From time to time, life as a leader can look hopeless. To help you, consider a man who lived through this: Failed in business at age 31; Defeated for the legislature at 32; Again failed in business at 34; Sweetheart died at 35; Had a nervous breakdown at 36; Defeated in election at 38; Defeated for Congress at 43; Defeated for Congress at 46; Defeated for Congress at 48; Defeated for Senate at 55; Defeated for Vice President at 56; Defeated for Senate at 58; Elected President at age 60. This man was Abraham Lincoln."

~Author Unknown

Pictures from Solvang



Company Anniversaries

DLE and ME would like to celebrate the years of dedication and service of the employees of Delta Liquid Energy.

The following **May 2005 anniversaries** are to be commended:



- * Donald Newton, Paso Robles, 29 years
- * Denise Houghtaling, Solvang, 18 years
- * Richard Steck, Paso Robles, 9 years
- * Jay Cargill, Paso Robles, 7 years
- * Pete Lopez, Lancaster, 4 years
- * Marie Cameron, Sylmar, 1 year
- * Mike Komkikyan, Rosamond, 1 year
- * Sergio Moya, Sylmar, 1 year
- * Ignatos Pyuskulan, Pomona, 1 year
- * Gil Ramirez, Santa Paula, 1 year
- * Eliseo Yniguez, Sylmar, 1 year

THANK YOU AND CONGRATULATIONS
Donald, Denise, Richard, Jay, Pete, Marie, Mike, Sergio,
Ignatos, Gil and Eliseo!!!