

P.O. Box 120
1428 West Danville St.
South Hill, VA 23970

Parker postings

*Special
Edition*

PRESIDENT'S MESSAGE

To Us, It's Personal



Think about it: how many businesses do you deal with, either online or on the phone, where you have to provide your address, phone number, account number, or some other type of ridiculous data just to reach an operator (who may not even be a real human)?

At Parker Oil & Propane, we'll have none of that! We are one of the few businesses left that treats you as a human being with real needs – and we've been doing that since the first day we opened in 1935. Our southern Virginia and northeastern North Carolina friends and neighbors trust us not just for the fuel we deliver and the work we perform, but for who we are – in other words, our dedication to personal service.

- Personal service means courteous drivers who will deliver your heating oil or propane no matter what the weather.
- Personal service means expert technicians who are on call 24 hours a day, 365 days a year to respond to your home comfort system emergencies.
- Personal service means a friendly office staff that knows you by your name and greets you with a smile in their voices.

Personal service is the hallmark of all we do – and as you'll see in the article on page 3, our customer service training brings out the best in every Parker employee! You'll find other informative articles in this issue of Parker Postings that are relevant to the heating season ahead:

- **Have You Put Your Account on "My Account"?**
- **Our Drivers Drive Us Toward Greatness!**
- **Our Annual Propane Safety Reminder**
- **Propane: The Fuel for Fall!**
- **Lower Your Heating Costs ... Choose to Save with Parker!**

We're proud to put warm, personal service front and center in all we do. Please know that if you ever have a question, a problem, or even a kind word (we truly appreciate those!), you can always call us at (800) 486-3146 or (434) 447-3146 and speak directly with a Parker Oil & Propane team member. Thank you for your continued loyalty, and Happy Fall!

Sincerely,

Charlie Parker



Propane: The Fuel for Fall!

Taking a dip in your propane-heated pool on a cool autumn day? Why not! Gathering the family together around a propane-fired patio heater or firepit as the leaves change color around you? Certainly! Grilling a delicious meal on your propane grill just like it's summer even though the thermometer says otherwise? Go for it! Extending "outdoors time" into the fall is easy, thanks to propane from Parker!

Fall is also hurricane season – and when those storms knock out the electricity here in southern Virginia and northeastern North Carolina, a propane generator lets you enjoy all the comforts of home while your neighbors suffer with no heat, no light, and food going bad in the fridge.

Parker Oil & Propane offers an excellent variety of auxiliary heating appliances, including log heaters, fireplaces, and stoves to bring the family together in cozy comfort indoors. We represent the best brands in the business, including **Van-guard, Empire, Heatmaster, Monessen and Carolina Stove.**

No matter what the season or the reason, propane is a versatile fuel that can improve your comfort while saving you money. Less expensive to use than electricity, propane can be used for home heating, cooking, clothes drying, and more. And you can count on the experts at Parker Oil & Propane for prompt propane delivery – including automatic delivery – plus equipment installation, repairs, and replacement. We even maintain several bulk storage facilities, so you can always be sure there's an ample supply of propane for everyone.

If you're interested in converting to propane heat, give us a call at (800) 486-3146 or (434) 447-3146. Converting costs less than you might think, and we offer financing for qualifying customers.



OUR ANNUAL PROPANE SAFETY REMINDER!

Propane is a safe fuel – after all, approximately 50 million American households use it, with about 12 million relying on propane for primary home heating, water heating, or cooking, and over 40 million using it for outdoor grilling (and we're not even counting the millions more who use propane for agriculture and industry).

But even the safest fuels can become dangerous when misused. To keep you and your family safe, Parker Oil & Propane has compiled a list of safety tips for you to practice inside and outside your home. **If you are a current propane customer, we have enclosed an important safety brochure with this newsletter, and we urge you to read it carefully. If you are not a regular propane user but want to learn more, please call us and we will send the brochure to you.**

Do you smell propane? Follow these 7 steps:

1. Do not ignite flames or sparks
2. Do not turn any light switches on/off
3. Leave the area immediately
4. Shut off the gas if it is safe
5. Report the leak to 911 or Parker Oil & Propane
6. Do not return to the building or area
7. Have your system checked!



Here are 3 propane safety tips to keep you and your family safe:

1. Proper storage: Propane tanks should always be stored outside in a dry place, on an even surface, and should have ample ventilation. **NEVER** store or place a propane cylinder indoors or in an enclosed area such as a basement, garage, shed, or tent.

2. Don't use outdoor appliances indoors: Outdoor appliances should **NEVER** be used inside because they can produce unsafe levels carbon monoxide that will make you seriously ill. Only use appliances indoors that are designed and approved for indoor use.

3. Enroll in automatic deliveries: Running out of propane can cause serious problems for your heating equipment and result in costly repairs. Enrolling in automatic deliveries will greatly reduce the chance of running out of fuel and increase your convenience.

Propane is efficient, versatile, and SAFE, but it is important to practice proper safety techniques to limit propane incidents at home so you can enjoy all the benefits that propane has to offer – including outdoor activities this fall (see the article to the left)!



Lower Your Propane Heating Costs ... Choose to Save with Parker!

Parker Oil & Propane is giving you 2 ways to lower your heating bills this winter!

PRE-BUY PLAN: \$2.59⁹ + tax per gallon*

- Make one payment for all your winter fuel
- Payment must be received by 11/14/25
- Minimum 400 gallons

CAPPED PRICE PLAN: \$2.99⁹ + tax per gallon*

- Your winter rate never goes above the capped price
- Price drops with the market rate
- Cap fee of \$59 plus tax applies; must be received by 11/14/25
- Minimum 400 gallons

Lock in your price for propane today. Remember, these programs close on November 14, 2025! To take advantage of the savings, call us at (800) 486-3146 or (434) 447-3146 or visit parkeroilcompany.com.

*Price as of 10/1/25. Prices do not include applicable taxes and are not valid in conjunction with any other discount program. All deliveries must be made automatically. Participation is contingent on account remaining current. The pre-buy and cap program is valid from October 1, 2025 to April 30, 2026.



Plus, there are more benefits when you sign up for one of our pricing programs ...

- **Protection against price spikes:** If propane prices spike due to market fluctuations, natural disasters or geopolitical events, you will be protected.
- **Budget certainty:** Knowing your fuel cost upfront allows you to manage your household budget more effectively.
- **Automatic propane delivery:** Customers enrolled in our price protection programs enjoy the convenience of automatic delivery. No more watching your fuel tank and waiting for the truck to arrive. We deliver your propane when you need it!

Our Customer Service Training Brings out the Best in Every Parker Employee!

At Parker Oil & Propane, customer service means much more than stopping at a home to fill an oil tank and handing the homeowner a bill.

Parker first met Steve Coscia at a training program sponsored by the Virginia Petroleum and Convenience Marketers Association (VPCMA) in 2016. His approach was so accessible and engaging, we quickly brought him in to train our teams, and have hired him to work with our staff several times since then.

At the crux of our training is the theory that improved external (employee-to-customer) customer service will not happen until a company recognizes and improves its internal (employee-to-employee) customer service.

For instance, when our technician in the field completes 100% of their paperwork, by including prices of all parts, serial numbers, and all other necessary details, our office staff can track inventory properly, and operations and procurement can run in sync and more efficiently. By doing things correctly the first time and relying on collaboration, we can minimize wasted time and work.

We also focus on the younger workforce, training new hires to better understand the culture of our company. After all, fewer and fewer individuals are entering the mechanical trades – and those that



are hired straight out of trade schools may know how to diagnose and troubleshoot heating and cooling equipment but may lack “soft skills” such as how to thoroughly listen to customers. We train our new hires to be actively involved by encouraging problem-solving and using critical thinking while also relying on intuition, in order to be successful at both internal and external customer service. With soft skills as their “secret weapon,” we are confident that this new generation of technicians can climb the ladder of success and eventually assume management positions.



When you visit the Parker Oil & Propane website, parkeroilcompany.com, you will see this line at the top of every page: “Delivering a Lot More Than Fuel.” And with our comprehensive training, every one of our employees is able to deliver not just good customer service, but a great customer experience!

Have You Put Your Account on “My Account”?

You're probably using online portals for banking, healthcare, online shopping, or even for your job or your kids' school. That's why we encourage everyone with a desktop, laptop, tablet, or smartphone to take advantage of our “My Account” online portal.

With “My Account” you can:

- Pay a bill
- View your last payment
- Enroll in text messaging
- Request delivery
- View your service and delivery history
- Request non-emergency service
- Enroll in paperless billing
- Manage your account information
- Link multiple accounts ... and more!



Managing your account has never been easier! To get started, visit parkeroilcompany.com/my-account. If you have any questions, don't hesitate to call us at (800) 486-3146 or (434) 447-3146. We'll help you navigate through the online portal process.



Parker Oil Company

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ParkerOilCompany.com

Our Drivers Drive Us Toward Greatness!

We're proud of our terrific truck drivers, who are always ready to go the extra mile. Case in point: Last winter, our team was hard at work, ensuring that utility contractors stayed fueled up so they could restore power to our communities after the big winter storm in February.

When the lights went out, our truck drivers braved the cold, long hours and tough conditions to help get things back to normal.

Of course, we're not surprised – our drivers are the best in the business! And, we support these hardworking, loyal, and yes – fun to be with – folks every tire track of the way!



We're Hiring!

Parker Oil & Propane is looking for safety-minded, customer-focused CDL Drivers – and service technicians and several other positions – to join our team. If you take pride in your work, do the right thing, and enjoy being part of a supportive team, this is the opportunity for you! We offer competitive pay, benefits, training, and the chance to be part of a company that values safety, integrity, and teamwork. To apply, scan the QR code or visit parkeroilcompany.com/about-us/employment.



SCAN TO APPLY