

# Company Facts



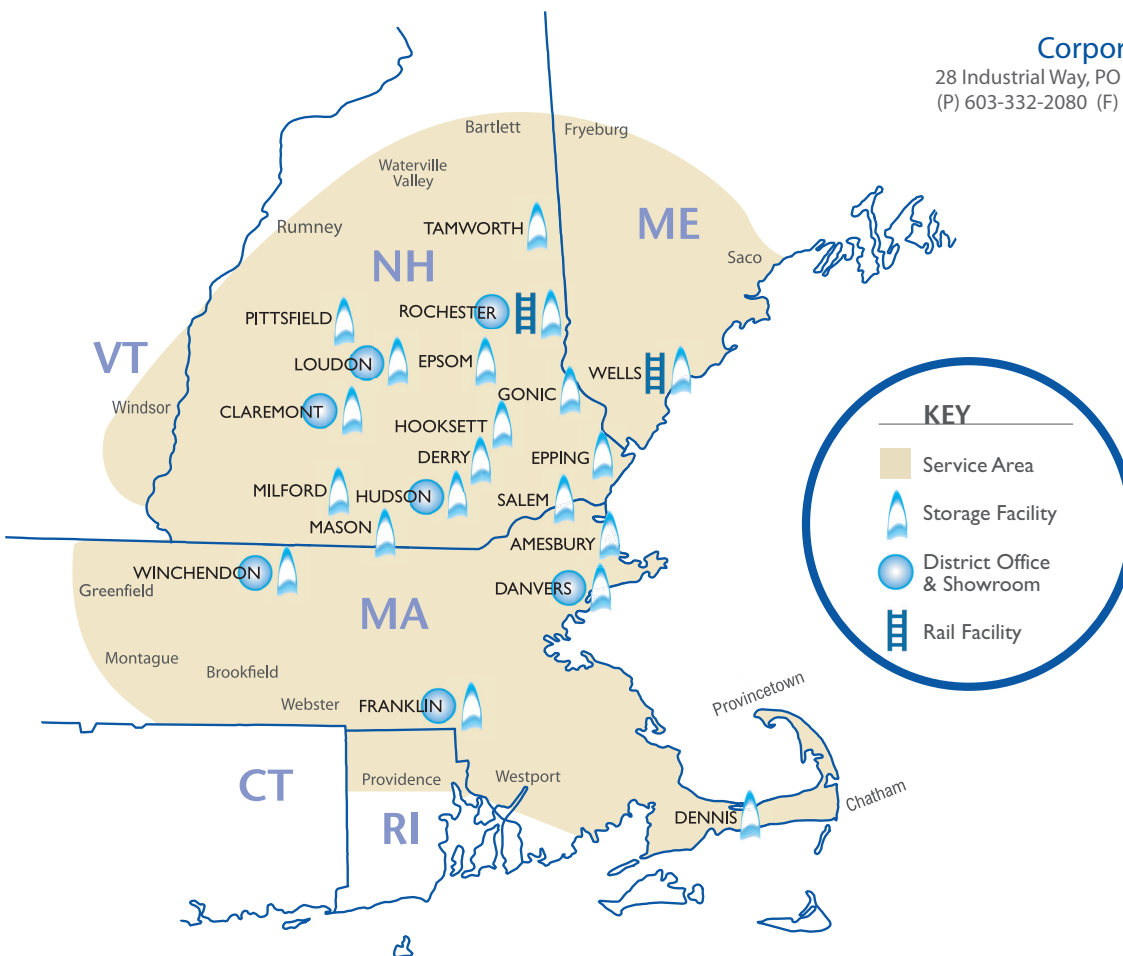
**Founded:** 1932  
**Owner:** Charles Clement III  
**District Offices:** 7  
**States Serviced:** NH, MA, ME, RI & VT  
**Customers:** 85,000  
**Full Time Employees:** 375  
**Fleet:** 250+  
**Propane Storage Volume:** 2,100,000  
**Fuel Oil Storage Volume:** 486,000  
**Corporate Status:** Family owned and operated Corporation  
**Industry Ranking:** 14th largest propane retailer in the US (by LP gas Magazine 2010)



Propane & Oil Since 1932

**Administration:** Charles Clement III, president & CEO; Jeffrey Taylor, executive vice president and COO; Peter W. Gowell, CFO and senior vice president, finance; Brian Boudreau, vice president, human resources and risk management; Paul Daniels, vice president, retail operations; Kathy Ford, vice president of special projects; Denis Gagne, vice president, wholesale.

**District Managers:** Jim Blake, Danvers; Chuck Gilbert, Franklin; Bernie Moore, Hudson; William Massey, Loudon; Jeff Dillion, Rochester; Mike Schlosser, Winchendon; Penney Mabey, customer care manager.



## Corporate Headquarters

28 Industrial Way, PO Box 1800, Rochester, NH 03866-1800  
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# Company Facts



**History:** Eastern Propane Gas, Inc. has been owned and operated by the Clement family since it began business in Danvers, Massachusetts in 1932. In 1995, the company relocated its corporate headquarters to New Hampshire and in 2001 moved to its current location at 28 Industrial Way, Rochester, NH. Since its inception, the Company has been in the business of supplying propane and providing related products and services. In 1998, Eastern expanded its product offerings to include heating oil, other distillate products, and related services.

**The Products:** Propane is a hydrocarbon (C<sub>3</sub>H<sub>8</sub>) and is sometimes referred to as liquefied petroleum gas, LP-gas, or LPG. Propane is produced from both natural gas processing and crude oil refining, in roughly equal amounts from each source. Most propane used in the United States is produced domestically, with about 15 percent imported from overseas. It is nontoxic, colorless, and virtually odorless. As with natural gas, an identifying odor is added so the gas can be readily detected. Oil for heating is processed at crude oil refineries throughout the world.

**Safety:** Propane and heating oil are safe fuels. When liquid propane is released into the environment it will readily evaporate. For safety purposes, an odorant (ethyl mercaptan) is added to propane prior to delivery to our facilities. Trained and qualified employees are responsible for handling, transporting, servicing and delivering propane and oil safely.

**Propane 101:** The propane industry has developed numerous methods to make the transport and use of propane safe:

- Propane equipment and appliances are manufactured to rigorous safety standards.
- Propane has a narrow range of flammability when compared with other petroleum products. In order to ignite, the propane/air mix must contain from 2.2 to 9.6 percent propane vapor. If the mixture contains less than 2.2 percent gas, it is too lean to burn. If it contains more than 9.6 percent, it is too rich to burn.
- Propane won't ignite when combined with air unless the source of ignition reaches at least 940 degrees Fahrenheit. In contrast, gasoline will ignite when the source of ignition reaches only 430 to 500 degrees Fahrenheit.
- If liquid propane leaks, it doesn't puddle but instead vaporizes and dissipates into the air.
- Because it is released from a pressured container as a vapor, propane can't be ingested like gasoline or alcohol fuels.
- Because propane is virtually odorless and colorless in its natural state, a commercial odorant is added so propane can be detected if it leaks from its container.

**Propane is an Environmentally Friendly Fuel:** Because propane is nontoxic, if it is released it is not harmful to soil, water or air. Propane is one of the cleanest burning fossil fuels. Though oil has the potential to have an impact on the environment if not cleaned up immediately, many processes are in place throughout the company and the industry to handle these types of emergencies.

- Propane is an approved, clean fuel listed in the 1990 Clean Air Act as well as the National Energy Policy Act of 1992.
- Propane is one of the lightest, simplest hydrocarbons in existence, and, as a result, is one of the cleanest burning of all fossil fuels. New propane-fueled vehicles can meet the very tough Ultra-Low Emission Vehicle (ULEV) standards, and one model even meets the Super Ultra-Low Emission Vehicle (SULEV) standards.
- Propane gas is nontoxic, so it's not harmful to soil and water. Because propane does not endanger the environment, the placement of propane tanks either above or below ground is not regulated by the Environmental Protection Agency (EPA).
- According to the EPA, much of the sulfur dioxide in the atmosphere, which produces acid rain, is attributable to coal-fired, electricity-generating facilities. In contrast, neither the process by which propane is produced nor the combustion of propane gas produces significant acid rain contaminants.

For additional information, please contact Jeff Taylor  
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