



INSIGHT

1006 1st Avenue – Manson, IA 50563 – Phone: 888-437-3835 – www.starenergyfs.com

General Manager Comments

Hi Everyone,

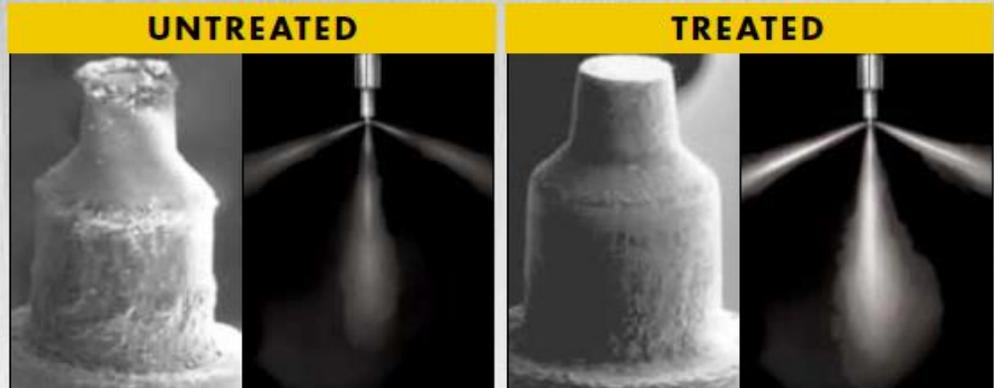
By time you read this, Punxsutawney Phil may or may not have seen his shadow. With the New Year temperatures welcoming us at -23 I'm sure most of us are eagerly waiting spring. We appreciate our propane delivery and service team as they have braved the elements and kept your houses and livestock buildings warm.

Please remember if you call in and are not on our scheduled delivery program you need to allow up to 5 working days for delivery. If you are not on scheduled delivery and would like to be, please call our office or your delivery person to take the worry out of getting propane delivered today. We appreciate your business and look forward to serving you every day!

At Star Energy FS customer service is not a department; it's our way of doing business.

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Diselex[®] Gold
Power ♦ Efficiency ♦ Protection



LASTING PROTECTION

When it comes to protecting your investment in fuel and diesel powered equipment, FS Diselex Gold clearly beats other diesel fuels. New detergents disperse contaminants and prevent filter-plugging sludge that can cause unexpected downtime. And now, better moisture handling chemistry helps ensure your fuel stays dry, reducing microbial growth and fuel line freeze ups. So when you're deciding what fuel to use, choose the one that protects your investment.

FS Diselex Gold – Absolutely the best fuel to power and protect diesel engines.



Since January 1, 2010, diesel engine manufacturers have been required to meet EPA 2010 emissions standards, which are among the most stringent in the world. They are meeting these new standards through a variety of ways, including the use of selective catalytic reduction (SCR) technology that requires the use of diesel exhaust fluid (DEF) that meets the ISO 22241 standard.

If you are already using DEF, you know that contamination is a big concern. Impurities in the DEF solution can cause premature failure of the catalyst in the SCR system, often voiding the warranty, increasing the amount of DEF used and ultimately requiring replacement, which can cost \$8,000 to \$15,000. Contamination can often be traced back to storage and handling practices. Precautions should be taken to reduce

the likelihood of introducing impurities. As little as a tenth of a teaspoon of some minerals are enough to contaminate an entire bulk load of DEF.

DEF is not a fuel but a chemical that needs to be handled differently than fuel is typically handled. DEF should only be stored in stainless steel, coated carbon steel, or specific high-density plastic containers in a temperature-controlled location and out of direct sunlight. Each component of the dispensing system, including tank, piping, pump, filter, and filling stations, must be used exclusively for DEF in order to prevent cross-contamination; also, DEF will corrode some metals,

such as copper and brass. The use of funnels or bottles that have been used for other fluids or refilling previously used DEF containers will not maintain the pharmaceutical-grade purity needed in the SCR system. When filling equipment, we recommend that you also take the time to clean any dust or dirt from around the neck of the DEF tank.

Since DEF is aqueous, it is normal for it to freeze when exposed to prolonged temperatures, below 12°F. Freezing is not harmful to DEF, and computers governing the engine operation allow equipment to run while the DEF thaws. Some machines are designed with coolant lines running through the DEF tank to speed up the defrosting process. Approved containers used for product storage and on equipment are made to withstand the product expansion that occurs during freezing.

Your local STAR Energy FS Energy Specialist can help make sure that you have everything needed to keep your DEF pure and contaminant-free during handling and storage.

Historically the month of February is a good time to fill your diesel storage if you haven't already. Diesel pricing typically moves up the closer we get to spring. Please contact your refined fuel salesman today for more details.



You can save big on new propane-powered Ag equipment — including propane prime power generators — through the Propane Education & Research Council's Propane Farm Incentive Program.

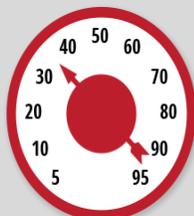
New, EPA- and/or CARB-certified generators used for prime power for agricultural purposes can qualify for incentives from PERC.

The incentive isn't the only way you'll save. Propane-powered Ag equipment runs more efficiently, lowers your fuel costs, cuts down on maintenance, and reduces greenhouse gas emissions. All that combined makes a big impact on your operation's bottom line.

To learn more, visit propane.com/farmincentive.



STAR Energy FS has a quick safe way to pay your bill without the hassle of mailing in a check. You can make an electronic payment using your routing and checking account number on our website at www.starenergyfs.com



How to read your propane tank gauge:

Your tank gauges are located under the lid of your tank. There are two gauges, the percent gauge and the pressure gauge. The percent gauge will tell you how much gas is remaining in your tank; this is the gauge with numbers from 5 to 95. Remember to check your percent gauge before ordering propane!