

Welcome to Our Family



About Us

Founded in 1960 by Ernest Osterman, Osterman Propane started as a local propane cylinder exchange dealer in central Massachusetts. Over the years, Osterman Propane has grown to welcome all types of propane users including residential, commercial, industrial and agricultural customers in southern New England.

What We Can Do For You

Osterman Propane offers fuel for every possible use of propane. From small cooking accounts to large industrial plants, we are able to completely service every customer.

We provide 24-hour emergency service with employees on call 365 days a year. In addition, when you call into our office, you will always talk to a real person, not a machine.

Online Services – www.ostermangas.com

There are several advantages to managing your account online with Osterman Propane, and here are just a few:

- Quick, easy, and secure payment application
- Easily-viewed current and historic account activity – statements & payments
- Less clutter, less mail & postage, no papers to file

info@ostermangas.com – you can always reach out to us with non-emergency requests anytime via email.

Request service or delivery: During busy times – or when you may already be online – you can use our website to quickly request a service appointment or delivery or ask for more information.

Customer Service Center: Locator: Looking for an address or phone number? Just enter your zipcode to find your nearest Osterman Propane Customer Service Center. You can also access this feature from your mobile device.



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www.facebook.com/ostermangaspropane

Refilling Station Finder: Time to get the grill filled before the long holiday weekend? Don't want to pay the high prices of a cylinder exchange? Enter your zip code and find the nearest Osterman Propane supplied refilling station for your small tank.

Pricing and Payment Plans

Pre-Pay: Get our best price for propane when you pre-pay for your annual gallons to heat your home for the season.

SmartPay Monthly Budget: Spread out the cost of winter heating by splitting your seasonal energy costs into 11 even monthly payments.

Autopay: Using a credit card or banking information, you can set your account to automatically make a payment amount of your choice. This can be useful for customers on complex household budgets.

Uses of Propane

Home Heating: Propane gives all the efficiency of natural gas in homes beyond the reach of mains. In addition, many homeowners with older fuel oil systems are also making the switch to clean, efficient propane.

Hot Water: Nearly 20% of the average homes energy budget is spent on domestic water heating. With demand for efficient and reliable hot water in baths, showers and kitchens, propane is the fuel of choice.

Fireplace: Gas hearth equipment provides ambiance as well as heat. In many cases gas fireplaces can operate as an emergency heat source in the event of a power outage.

Cooking: When properly installed, a propane stove operates and cooks identically to a natural gas appliance. Instant on/off and better temperature control meets the demands of home gourmets.

Clothes Drying: Propane dryers dry clothes more efficiently and are gentler on clothes and fabrics than electric models.

Emergency Power: Propane won't degrade, gel or clog carburetors like gasoline or diesel making for reliable starting every time, especially when you need it most.

Pool Heating: The best part about a propane pool heater is that a properly sized unit is capable of bringing your pool up to temperature quickly, right before a holiday weekend or party.

Automatic Delivery

Most customers should opt for automatic delivery. Automatic delivery allows our systems to factor in baseline usage of fuel for hot water, cooking, fireplace or other appliances. Combined with weather information of how cold it has been, we can accurately estimate when your next delivery is needed. Best of all you never have to watch a gauge or worry about running out.

Will-Call Policy

If your account is setup on Will-Call status, you must watch the gauge of your tank. When the propane tank reads 30%, contact our office during business hours. A delivery will be scheduled on our next regular run to your area. A separate sheet of information will be provided to you with the specific obligations of Will-Call accounts.

Out of Gas

Please call the office, if after hours, stay on the line to speak with the answering service. You will need to be home at the time of delivery. In addition to possible delivery charges, there may be a charge for a gas system safety check to be performed, as required by code.

Access to Your Tank

In the dead of winter, our drivers are working hard to service all our customers. In order to keep them safe and working as efficiently as possible, please keep your driveway clear and provide a path to your propane tank. Remember, our trucks are bigger than a car, please ensure driveways are widened and free of ice and snow.