



FROM BOTTINI FUEL

SUMMER 2005

PERSONALLY SPEAKING

We Never Put Your Comfort at Risk

Dear Friends,

Whether you're looking at heating oil, propane, natural gas or gasoline, prices are still high, plus a great deal of volatility remains in the energy markets. This is as troubling for us as it is for you.

In times like these, the last thing you want your heating fuel dealer to do is take risks that could affect your comfort and cost you money. As a Bottini Fuel customer, you can feel confident that we would never put you at risk.

We work hard to offer you different options so you can select the one that suits you best. For instance, our price protection programs helped customers save hundreds of dollars on the price they paid for fuel last heating season.

Plus, we are always willing to spread your



Jim Sheedy

heating oil bills out over the year so you don't have to cope with huge fuel payments in the winter. (See the article at right.)

During our 50-plus years in this business, we have never let our customers go without heat, regardless of the weather or market conditions. As always, our goal is to provide you with the kind of excellent service you

deserve and expect from us.

On behalf of all the Bottini employees who work so hard to secure your comfort, thank you for your loyalty.

Warmly,

Jim Sheedy
Vice President

We Have Many Options for You

Because it is impossible to predict where oil prices will go, we're doing everything we can to make your financial burden easier.

If you're the cautious type, consider our **EZ Pay** program, which lets you guarantee your price for the year or cap it. In either case, you are protected from events that could send prices spiking next winter. To make things even more predictable, EZ Pay allows you to break up your winter fuel bills into

equal monthly payments. For next season, we have extended the EZ Pay payment period from 10 months to 11 months to make it easier for you to manage your bills.

This fall, we are also introducing our **EZ Debit Transfer** program. At no extra

cost, you will be able to make your payments automatically, saving time and stamps—and you won't ever have to worry about a late payment.

Another option is to use our budget plan to spread out your fuel bills and pay our daily price for oil. If oil prices drop from their current elevated levels, as they may do, you will get the most savings in the fastest way if you stay with the daily price.

Please watch your mail. We'll be sending you information soon about next year's price protection programs and payment options. If you have questions, please call us or return the enclosed card.



Win a Dell
Lightweight Traveler

Retail Value \$1,349

To thank you for being our customer, we'd like to give you a chance to win a terrific "toy," one that millions of people are using for business, school homework or just for the fun of it.

Read pages 2 and 3 and answer the questions on the enclosed reply card. Send the card back and if your answers are correct, we will enter you in our laptop computer drawing. All entries must be received by Aug. 10, 2005.

No purchase necessary. A purchase will not improve chance of winning. See enclosed card for details.

Your Blueprint for Comfort and Savings



Is your home as comfortable as you want it to be? Take a tour of our “model home” and learn how you can get more cozy and offset rising energy prices through conservation and efficiency.

1. Water Woes?

One of the most common comfort problems is a lack of hot water, and the reason is usually a simple one. The water heater cannot keep up with the demands of your family.

Here’s a solution. Install a new high-efficiency propane or oil-fired water heater, which can heat water much faster, and for a lot less money, than electric units. Electric water heaters are expensive to operate, have short life expectancies, and take too long to heat water.

Both oil and propane are economical ways to heat your home and water. We’ll be glad to look over your current water heater and recommend a solution.

SAFETY TIP: The Consumer Product Safety Commission suggests that water heaters be set to a maximum temperature of 120° F to avoid scalding accidents.

For homes with older dishwashers, a water temperature setting of 140° F is required to clean dishes properly. This usually isn’t an issue with newer dishwashers because most of them have a built-in water temperature booster.



2. When to Replace Your Heating System

If you take good care of your heating system with annual maintenance, it can last for decades. As systems get older, however, parts become obsolete and repairs get more costly. What’s more, any system

older than 15 years is inefficient by today’s standards. That means you’re spending more on heat than your neighbors with a new system do. So, even if your old system is still working, replacing it can make sense.

Replacing old heating equipment gives you:

- ▶ lower fuel bills.
- ▶ an increase in the value of your home.
- ▶ a more comfortable home.
- ▶ a positive return on your investment that’s also tax-free.
- ▶ plenty of hot water.

3. Chimney Care

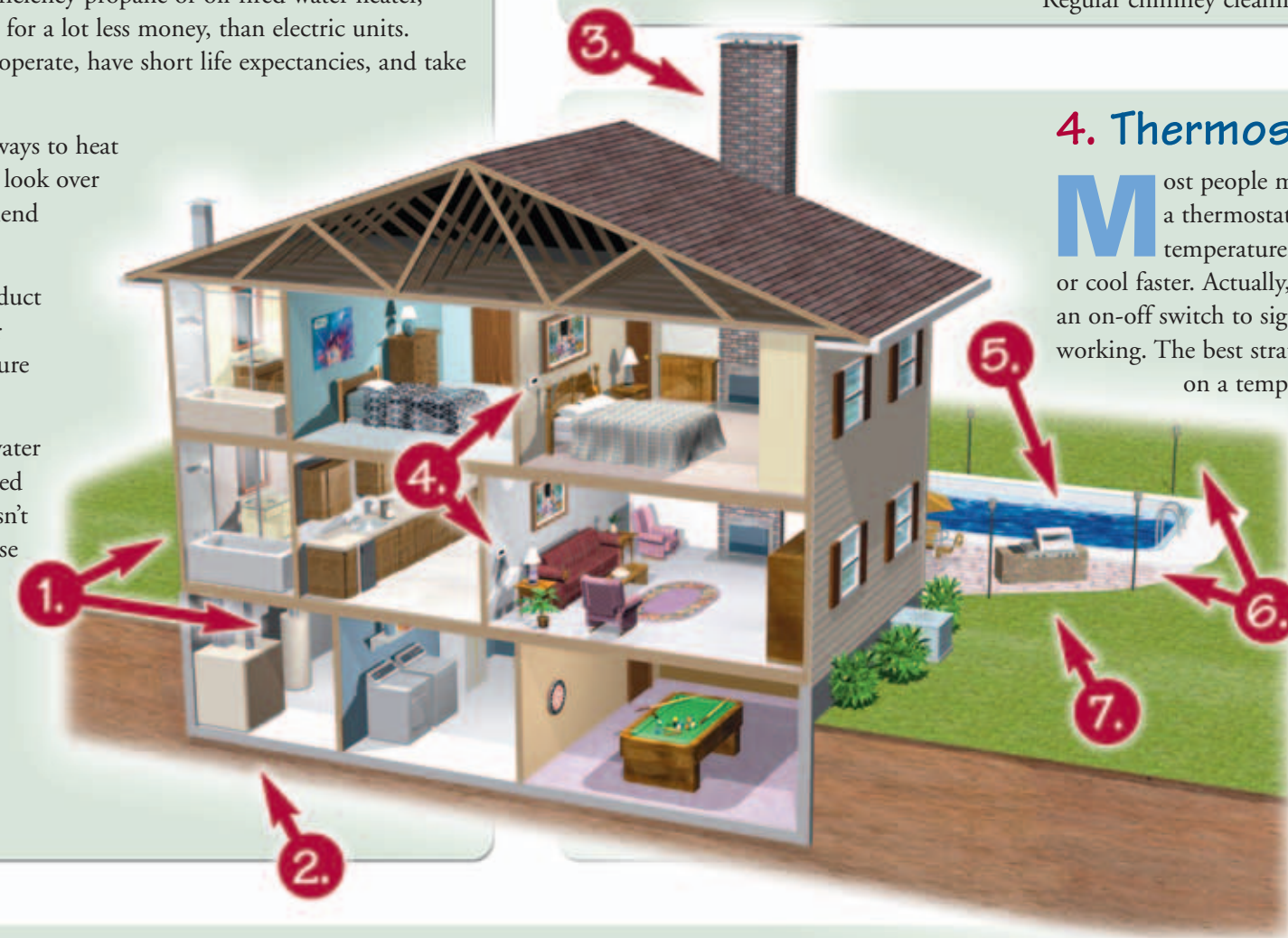
The National Fire Protection Association recommends that chimneys, fireplaces and vents be inspected regularly. Chimney blockage is a common reason for carbon monoxide buildup in homes. Prolonged neglect can also lead to a buildup of

creosote, which can deteriorate your chimney liner and cause a chimney fire. (Creosote is a natural by-product of burning wood.)

Also, a clean flue will improve your heating system’s efficiency by allowing combustion gases to vent properly. Regular chimney cleanings are especially

important if you have a wood stove, fireplace or old heating system.

SAFETY TIP: Have a chimney cap installed on top of your chimney. It will protect the inside of your chimney from snow and rain, contain sparks and cinders, and keep birds and small animals out.



4. Thermostat Tips

Most people mistakenly believe that setting a thermostat higher or lower than the desired temperature means your home will get warm or cool faster. Actually, a thermostat functions more as an on-off switch to signal your system to start or stop working. The best strategy for thermostat use is to agree

on a temperature that will keep everyone reasonably comfortable. For convenience, and to save money, use automatic setback thermostats; they’re reliable, easy to use and help save money on heating and cooling costs.

ENERGY SAVER: Save about 10% on heating costs by lowering the temperature 10° for eight hours each day. Don’t reduce the temperature by more than 10° from the normal setting, however. Not only will it take extra time to reheat your home, it will take extra fuel—more than if you hadn’t set back the temperature at all. You’ll also risk frozen pipes in the winter. Use a similar strategy to save on cooling bills in the summer.



5. Affordable Backyard Splashes

Use a pool heater powered by propane to keep the water in your swimming pool at a comfortable temperature like 78°. A propane pool heater is



a convenient, more affordable alternative to an electric heater.

6. Illuminating Choices

Outdoor lighting has become a big home improvement trend, and many people are using propane-powered lighting to illuminate entryways, walkways, driveways, landscaping and other exterior areas. Besides their aesthetic appeal, LP gas lamps offer terrific energy-saving features. Plus,



they won’t leave you in the dark during a power outage.

7. Grill Tips

Replace worn connections, including the hose, on your propane grill. Check for valve leaks by brushing a soapy solution around the valve; a leak will bubble. Replace rusty or dented tanks. And whenever you need more fuel, stop by and see us; we can fill all of your propane needs.



Fuel Oil • Propane • Heating and Air Conditioning Sales & Service

Main Office:
2785 West Main Street
Wappingers Falls, NY 12590
845-297-5580

Call Us! Branch Offices:
Red Hook: 845-876-3835
Port Jervis: 845-856-7831
Washingtonville: 845-497-5000

Visit Us! www.bottinifuel.com

PRESORTED
STANDARD MAIL
U.S. POSTAGE
PAID
WEST CALDWELL, NJ
PERMIT NO. 111

→ You Could Win a Laptop Computer*

→ Homeowner in Distress Is Rescued

* No purchase necessary. A purchase will not improve chance of winning. See enclosed card for details.

♻️ Printed on Recycled Paper

Ask the Expert



Stephen E. King, propane sales manager



Q: I just moved into a home that has a propane furnace and water heater. This is my first experience with propane. What can you tell me about it?

A: Propane gas is economical, versatile and safe. However, to use it safely, there are a few basic points about propane gas you should know.

1. Become familiar with the smell of propane in order to detect leaks. Since propane is naturally odorless, a substance called **ethyl mercaptan** is added to it to give it a distinctive “skunky” odor.

2. Anytime you smell propane around your home, call us—day or night. Our staff will ask you a few questions to assess

the situation and then instruct you on what to do.

3. Any work that’s needed on equipment related to propane should be done by a professional from a company like Bottini. We have a staff of certified and experienced propane technicians.

4. Most propane appliances need to be properly vented. Please call us if you would like us to evaluate your equipment.

*Bottini is the fastest growing propane dealer in the Hudson Valley. Please contact us to learn more about our services. And look for the **special propane offer** inside this newsletter.* 🔥

It’s Not a ‘70s Rerun

Some people think we’re in the midst of another energy crisis, like the one the country experienced in the 1970s. But it’s really not a valid comparison. Yes, prices are high now, but back in the ‘70s, the price of crude oil reached \$80 a barrel (adjusted for inflation). Fortunately, today’s numbers are not even near that.

We haven’t had any significant supply problems since the ‘70s either. In addition, the U.S. now has the 700-million-barrel Strategic Petroleum Reserve as a safeguard against supply emergencies.

Heating equipment is better now too. Today’s technologically advanced oil heat systems are *extremely clean burning and much more efficient*. This, combined with our high quality heating oil, means you need less fuel to stay warm. 🔥

The Bottini Difference: Always Willing to Help

We met and helped a number of “new friends” this winter who rewarded us by joining our family of Bottini customers. Here’s one of their stories.

When **Jenny K.** of Warwick returned home from a winter vacation in Florida, not only did she find two feet of snow in her driveway, she discovered her heat had stopped working.

“I called my oil company. It was about 9 p.m. When I signed up as their customer, they guaranteed me emergency service,” Jenny recalls. “I left messages on their voice mail system but never got a call back.”

By this time, Jenny recalls, she was “in tears” and called a friend who lives nearby.



“My friend told me to call Bottini because she knew they were always willing to help someone in trouble.”

Jenny took her friend’s advice and was impressed with what happened next.

“The Bottini technician slogged through the same snowy driveway I did,” she said, “diagnosed the problem quickly, trudged back through the snow to get a part and had the system working in five minutes.”

Jenny says she’ll remain a faithful Bottini customer because “in my time of need, Bottini gave me superior service.” 🔥