



FROM BOTTINI FUEL

WINTER 2009

PERSONALLY SPEAKING

No "Best" Choice for Buying Oil

Dear Friends,

As I write to you, crude oil prices are down more than 60% since last July. For most people, this is good news.

Those of you who chose our EZ Pay program with a price cap or went with a variable rate are no doubt pleased. However, if you pre-bought your heating oil, I'm sure you wish you had made a different decision.

Avoid Surprises

When money's tight, people find out that cutting back can backfire sometimes. If you are a **service plan** customer, you have signed on for protection and peace of mind—more important than ever in challenging times.



Our service plans include an annual precision tune-up to keep your system working at peak efficiency. That can cut fuel use by as much as

10%. Tune-ups may extend equipment life too. Our service plans also cover you for hundreds of dollars worth of repairs.

If you already have a service plan, your wisest course is to renew it. If you don't have a plan, now's the time to consider this vital protection. Give us a call, send in the enclosed reply card or go to bottinifuel.com/products_services.

Hindsight is always 20/20. Six months ago, when these programs first came out, there were predictions that crude oil was going to reach \$200 a barrel. So it's understandable that some of you chose to pre-buy—and equally understandable that you are frustrated now.

But we have signed contracts with our suppliers to buy oil at those rates and we can't back out of those agreements now.

No Perfect Answer

The fact is, there is no right way to buy your heating oil, just options with trade-offs. Sometimes locking in a price can work to your advantage, but more often we see that our customers are doing better just going with our daily price.

Every decision we make includes a discussion of how it will affect our customers. We try to do things the right

way, protecting our customers while giving them what they ask for.

My hope is that you will see this clearly and know that no matter what happens—in any particular year or with any particular program—you benefit from choosing to do business with a company like Bottini Fuel.

Thank you for your loyalty. I hope this newsletter provides some "fuel for thought" on ways

to conserve this year.

Warmly,

Rick Bottini
President



Rick Bottini

WIN \$1,500 worth of gasoline!

How would you like to pull into your local gas station and get a **FREE fill-up—over and over again?** You can do just that if you win this great prize: a \$1,500 gasoline gift card that you can use at the major gas retailer of your choice. To enter, read our newsletter and answer the questions on the enclosed reply card. If we receive your correct answers by April 30, we'll enter you in our drawing.

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



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Can your family the Energy Sa

Get everyone in your home to participate in an energy conservation plan. Your savings can really add up!

Even the kids can help, like Rosie, the “light bulb monitor.” She made sure no lights were left on in the house when they weren’t needed. To help you identify what you can do in your own home, we created an **Energy Savers Test**. Mark the box for each statement that is true, and add up your score to see how well you’re doing with saving energy—and money. Then read the articles on these pages for more tips.

<div style="display: flex; align-items: center;"> <div style="background-color: #4CAF50; color: white; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin-right: 10px;">1</div> </div>	<p>◀ We have regular preventive maintenance done on our system. <input type="checkbox"/> 15 points</p>
<div style="display: flex; align-items: center;"> <div style="background-color: #4CAF50; color: white; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin-right: 10px;">2</div> </div>	<p>◀ Our attic is properly insulated. <input type="checkbox"/> 15 points</p>
<div style="display: flex; align-items: center;"> <div style="background-color: #4CAF50; color: white; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin-right: 10px;">3</div> </div>	<p>◀ We use compact fluorescent light bulbs. <input type="checkbox"/> 5 points</p>
<div style="display: flex; align-items: center;"> <div style="background-color: #FF9800; color: white; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin-right: 10px;">4</div> </div>	<p>◀ Our heating system is less than 15 years old. <input type="checkbox"/> 30 points</p>
<div style="display: flex; align-items: center;"> <div style="background-color: #4CAF50; color: white; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin-right: 10px;">5</div> </div>	<p>◀ We have a propane fireplace. <input type="checkbox"/> 15 points</p>
<div style="display: flex; align-items: center;"> <div style="background-color: #4CAF50; color: white; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin-right: 10px;">6</div> </div>	<p>◀ We heat our water with propane. <input type="checkbox"/> 15 points</p>
<div style="display: flex; align-items: center;"> <div style="background-color: #FF9800; color: white; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin-right: 10px;">7</div> </div>	<p>◀ We have sealed gaps around windows and doors. <input type="checkbox"/> 5 points</p>

1,2&3 add up your savings!

There are countless ways to lower your energy costs. Here are five that can save you up to 30% on your energy bill.

What to do	Estimated annual saving
Improve insulation. Visit http://www.ornl.gov/~roofs/Zip/ZipHome.html for tips.	\$480
Keep your system properly maintained.	\$300
Lower your thermostat 6 degrees overnight.	\$180
Unplug appliances when they are not in use.	\$81
Use the energy-savings mode on appliances.	\$43

Savings based on annual costs of \$3,000; average savings may vary. (Sources: U.S. Department of Energy, Rocky Mountain Institute, Consumer Energy Council of America.)



If you replace five regular light bulbs with compact fluorescent bulbs, you can save about \$40 each year on electric costs.

7 other ways to save

Stop air leaks. Use caulk to fill gaps, small holes in areas where:

- a wall and the outside frame of a window or door come together.
- floors meet outside walls.
- pipes and cables enter your home.

Tip: Silicone caulk lasts longer than latex caulk, but it generally cannot be painted over.

Close the gap. Use weatherstripping to stop drafts around the edges of doors and windows. Add a strip between the window sash and sill and install a “sweep” at the bottom of doors.

Stop more heat loss. Limit use of exhaust fans and close the damper when you’re not using your fireplace.

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save money

cracks and

"I helped
Mom and
Dad save
this
much!"



0-25:

Roll up your sleeves and get to work on saving a lot of money.

26-50: Keep looking for ways to save energy.

51-75: You're energy conscious. There are more ways to save, but you're doing well!

76-100: You can start a new career as an energy consultant.

4

new heating system = tax credit

If your heating system is more than 15 years old, you're missing out on the latest energy-efficient technology. New systems save you money and improve your comfort. To encourage homeowners to invest in high-efficiency systems and "go green" in other ways, Congress has extended a tax credit program for energy-efficient home improvements.

A high-efficiency heating system can reduce your annual fuel use by 30%.

Homeowners can deduct up to \$500 on what they spend on energy-saving home improvements, including windows, doors, insulation, and heating and cooling systems. You can subtract these expenditures directly from your 2009 tax bill.

Not only will you enjoy your tax credit, but you'll keep on saving money—year after year—with lower energy bills from the improvements you made.



5&6

save money with propane

Many of our propane customers have been making improvements so they can save money and feel more comfortable in their home. Here are two of the most popular ways.

Add a propane fireplace. It will heat a room more evenly and efficiently than a wood-burning fireplace, because as much as 90% of the heat produced by wood in a fireplace goes straight up the chimney. Propane gives you more control over your fire and you'll do less work too, thanks to remote controls, variable heat controls, thermostats and push button ignitions. You can also install natural-looking log sets, complete with glowing crackling embers and high flickering flames.



Use propane to lower water heating costs. Not only will you get all the hot water you need, but you'll get it for about half the cost of heating water with electricity. One great option is a tankless water heater, an on-demand system that stops heating water when you turn off your hot water faucets. Tankless water heaters are up to 50% more efficient than standard water heaters.



Safety tip... This winter, regularly walk around the outside of your house, and inspect the air vents for your appliances (furnace, water heater, clothes dryer, fireplace, etc.). If the vents, usually located near the ground, become blocked with snow, ice or other debris, carbon monoxide fumes can back up into your house. A blockage can also cause your system to shut down. If you find any obstruction on exterior vents, brush it away—but do it gently.



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

Visit us! bottinifuel.com

Call Us! Branch Offices:

Kerhonkson 845-626-7766
 Margaretville 845-586-1867
 Port Jervis 845-856-7831
 Red Hook 845-876-3835
 Saugerties 845-246-4931
 Wappingers 845-297-5580
 Washingtonville 845-497-5000
 Cairo 518-622-9512
 Tannersville 518-589-5222

→ Win \$1,500 Worth of Gasoline!*

→ Upgrade Your System and Save

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

Cut Your Fuel Costs by 30%

If your heating system is showing its age, this may be the perfect time to invest in new equipment.

Modern advances in fuel-burning technology have made older heating systems highly inefficient by today's standards. If your system is 15 years old or older, installing new equipment can reduce your fuel costs by as much as 30%.

Bottini Fuel is proud to carry **Peerless boilers**. We have installed dozens of these units in our customers' homes with excellent results.

We are experts at evaluating your particular needs, and would be happy to help you choose the best heating system for your home.

A new system will make you more comfortable, reduce your fuel costs and give you one less thing to worry about. And when you think about it, where better to put your money right now than into your home?

If you would like more information, call us today or send in the enclosed reply card.



A new heating system really does pay off!

Get Your Story Posted, Earn \$50

Since our founding in 1951, we've made a commitment to exceeding our customers' expectations. Sometimes they take the time to tell us how they feel about us. (See some of their comments below.)

If you have a Bottini service story you would like to share, email it to us at customerservice@bottinifuel.com. If we post your story on our website, we'll send you a coupon for a \$50 fuel credit.

My mother, who is elderly and lives alone, had a problem on a cold winter day a few years ago. Bottini was there in a short amount of time and fixed her heat. Thank you for giving me peace of mind.

—Linda D., Wappingers Falls

How to Get Your Heat Working Again

Sometimes when people call us because they've lost their heat, they wonder why our customer service reps ask them so many questions. As they soon learn, one of those questions could restore their heat—without the time and expense of a service call.

Nothing is more frustrating than watching a service technician walk into your home, reset a circuit breaker and hand you a bill. Before we dispatch a technician to your home, we want to make sure a service call is absolutely necessary.



Dana Capuano
 Customer Service Representative

Here are a few things to check if your heat should stop:

- Make sure the furnace **power switch** is set to "ON."
- Raise the **thermostat** setting to a level that is higher than the room's current temperature.
- Check for a tripped **circuit breaker** or a blown fuse.
- Check the amount of **fuel** in your tank.
- Press and hold the **reset** button on the burner for three seconds. **DO NOT PUSH IT AGAIN.**

FYI: You'll find an interactive troubleshooting tool at bottinifuel.com/troubleshooting/heating.html.

Many thanks to Amy at Bottini Fuel for her courtesy and professionalism. It was refreshing to speak with someone so helpful.

—Marcia, PA

A Bottini technician came to my house to install a tank this week. He was the most professional man I ever met, great people skills. He did a great job. Tomas brings a lot of integrity to his job. I am a proud member of the Bottini family.

—Andy R., Chester, NY