



Bottini Fuel

845-297-5580

2785 West Main Street,
Wappingers Falls, NY 12590

Dear Valued Customer,

We would like to personally welcome you to Wilson/Bottini Fuel. If you read Herbie Wilson's letter, you know we are combining our companies. Your comfort and safety are a responsibility we take very seriously.

Who we are

Bottini delivers oil and propane throughout the Hudson Valley and installs more heating and cooling systems than just about anyone. We maintain almost 5 million gallons of our own storage capacity for added security. We have more than a thousand 5-star reviews and many prominent customers, including Nuvance Health, Vassar Brothers Medical Center, Mohonk Mountain House and Mirbeau Inn & Spa. Readers of the Times Herald-Record have voted us the top fuel company multiple times.

Like Wilson, Bottini is a family business. We've taken care of customers for more than 70 years. We have many caring, dedicated employees. Because we have more resources, we're able to provide you with many options that Wilson alone could not.

What comes next?

This transition should be seamless for you. The people you've come to know and trust at Wilson will still be there at 634 Route 52 in Beacon. If you have a service plan, we are honoring it. If you get automatic deliveries, expect either a Bottini or Wilson truck to show up at your home to fill you up. If you're on a budget plan, keep making your payments. If you call for fuel or need repair service, use the same Wilson number as always — **845-831-4138**.

On the reverse side, we've provided answers to some of the questions that might be running through your head right now. We also invite you to check out our website at BottiniFuel.com, visit our Facebook page or call us and talk to one of our customer service people.

We look forward to getting to know you better and showing you what we mean when we say, "We've got you covered."

Sincerely,

Brian, Rick and Mark Bottini



Brian Bottini, Herbie Wilson, Rick Bottini

Answering your questions

Q: If I have a question or need a delivery or service, who do I call?

A: The same number you always have — **845-831-4138**. The Wilson/Bottini team will be happy to help you.

Q: What are your hours?

A: Our regular office hours at 634 Route 52 in Beacon are Monday-Friday from 8:00 a.m. to 4:30 p.m. We are available 24 hours a day, 7 days a week to respond to no-heat emergencies.

Q: Will our pricing remain the same?

A: Because Bottini Fuel has more buying power, we can offer many additional options. We offer a Guaranteed Fair Price, which is almost always lower than the average of full-service companies in our region, as tracked by NYSERDA.

Q: What other options will I have now that weren't available before?

- A wider range of price-protection and convenient payment options
- The ability to access your account online whenever it is convenient to you (see below)
- Tank monitors that allow you to see on your smartphone exactly how much fuel is in your tank
- Multiple service plan coverage levels
- Low-cost financing for a wide variety of heating, cooling and water-heating equipment

You can find out about all this and more on our website: **BottiniFuel.com**.

Q: Is there anything you'd like me to do now?

A: It would be great if you took a minute to send us a current email address. The past few years have shown us that sometimes we need to get in touch with customers fast about some event that might affect their pricing or service. You can do this by going to **BottiniFuel.com/contact** and entering your email address in the online form.

Q: Can I access my account through the Bottini website now?

A: You will be able to as soon as you set it up. First, call us at **845-831-4138** for your new account number. Then, go to **BottiniFuel.com**, click on **MY ACCOUNT/ORDER FUEL** and follow the instructions. It's a quick process. You'll be able to look up your account information, pay your bills, order fuel and get your statements and invoices sent electronically — all from our website. You can also pay your bills automatically from your checking account or your credit card and spread your payments over 12 months on our EZ Pay budget plan.

Q: Is there anything else you'd like me to know?

A: We are the founders of "Warming the Homefront," a program which gives free oil or propane to veterans who have fallen on hard times. So far, we've delivered 100 gallons of free fuel to more than 100 families. If you or someone you know has served and faces financial challenges, please find out more at **BottiniFuel.com/warmingthehomefront** or contact one of our program partners — Hudson Valley Veterans Alliance, VetZero and Vet2Vet.