

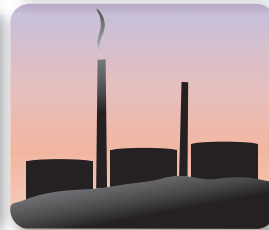
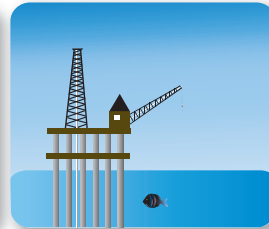
HOUSE WARMERS

WE ARE IN THIS TOGETHER!

It is long past the time for me to talk to you about why the price of heating oil (and actually all energy sources) is so high. Technical explanations won't help any of us now! We at OSI are prepared to continue giving our customers suggestions on how to make the best of this situation.

Our GAP plan has stood the test of time. It is now 17 years and through good times and bad, we have continued to deliver our promises to you. Many other companies are discontinuing their price protection plans or going to fixed pricing (where customers don't get the benefit of lower prices if the price of oil goes down). We know that our GAP plan is an excellent program and we will continue to offer it to our customers even though our cost to run it has risen dramatically.

I am having great difficulty as I prepare this issue of House Warmers, because I must figure the GAP Club plan for 2008/2009. **This year's ceiling price will be \$4.599.** Again, I want to remind you that this is the highest price we will ever charge you this year regardless of what happens to oil prices. Remember - if oil prices drop (and hopefully they will) you will get the lower price. Unlike many other companies, we will, (as we have so often done



in the past) lower our prices according to market prices.

The savings to you, our GAP customers, have been substantial compared to your neighbors, whose costs have been thousands of dollars higher. Unfortunately, our costs (to continue to offer the program) have increased substantially, and we will be raising the GAP club yearly fee to \$95*. We promise you that it will still be money well spent.

I would like to thank each of you for being a loyal OSI/CSI customer. I appreciate the faith and trust that you have in us. In turn, I

am constantly trying to give you the fairest prices and best service possible. These times are difficult for all of us.

In order to qualify for membership in the GAP Club for 2008/2009, you will have to pay your \$95 dues along with the fee for your annual service contract. All deliveries must be paid in full within 10 days of delivery or be a balanced billing account and pay by the 10th of the month.

Once again, we thank you for your business. We will get through this together, and we will never take your business for granted.

**The Gap fee will be charged directly to your credit card for those of you who are on automatic payment.*

Marty

BUDGET HELP!

We know that the coming year may be a financial strain to many of you. We strongly recommend going on the balanced billing program which will spread your heating bills over 12 months. When you go on balanced billing, you will know exactly how much you will be spending to keep your family comfortable every month: and if you are a GAP

Club member, you will enjoy the added protection of our ceiling price. This option can make planning your family budget easier. Payments for balanced billing must be made by the 10th of each month throughout the year. Call our credit department to learn more.

We would like to remind you that conservation will save you money as well. Lower your thermostat, replace old weather stripping, replace your

heating system's dirty filters, caulk around windows and doors. These are just a few ways to help reduce your heating costs.

In addition, you may qualify for financial assistance from HEAP. Grants are available for low income customers to help with their energy bills. Call the Department of Social Services in Nassau County call: 516 565-4327 and in Suffolk County call 631 853-8825.



OIL SERVICES, INC.

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Comfort Specialists

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PLUMBING • HEATING • AIR CONDITIONING

Answers to Questions That Everybody Needs to Know

“Hey Mick!” I hear it everywhere, at my son’s soccer games, from my mother-in-law, from my parents, from my neighbors, from my wife, at barbecues, you get the picture. Everyone thinks I have a crystal ball as to what the price of fuel is going to be and how to save money heating their homes.

Well I do not know what the price of fuel will be and if you saw Marty trying to figure out the GAP price you would know how futile it is to try to read the market. However I can tell you how I answered the other part of that question.

A. Soccer games: forget it no one listens to me there anyway.

B. My mother-in-law: Ditto. No really mom has a pretty good oil boiler with a separate water heater that is well serviced, so I am just going to install an outside reset control. This reads the temperature outside and adjusts the temperature of the boiler water. For example, if it is 20 degrees outside the boiler water needs to be 180. If it is 40



outside the boiler needs to only be 150. This can give her a savings of about 17%; not bad for a simple control.

C. My parents: Their boiler is on it’s last leg so they are installing a new System 2000 boiler. This system can and has provided savings of 35-40 percent to other customers of ours. Plus it runs very clean and is simple to service. This is a more costly option, but the payback period is very good.

D. My neighbor: Well he has an old gas furnace that is around 50% effi-

cient at this point. So he is going to install a new 92% direct vent two-stage warm air furnace. By going with the two-stage unit he gets different levels of heating based on the need of the house. So he will get a 42% savings by upgrading and additional savings from the two stage option. Not bad.

E. My wife, since we installed a very high efficiency boiler when we did a remodel last year, I only have to service the boiler. Even the most efficient systems need to be serviced yearly. By checking the unit I can find any little problems before they get out of hand and keep it running at the most economical cost. Just servicing your equipment can save 5-10% and with the cost of fuel any savings can help.

F. At barbecues: I think I’m just going to print this out and hand it to those who ask and head for the brew and burgers.

In conclusion there are many ways large and small to save and as the saying goes, the best time to start saving energy is yesterday; the second best time is today. Thanks for listening and if you have any questions feel free to email me at info@osi-ny.com.

Mickey

GREEN CORNER

Energy conservation – a topic that is on everyone’s mind today.

The following are some valuable tips on how to conserve energy throughout your home and save money at the same time.

EXTERIOR

Roofing:

Consider replacing your roof with light-colored, reflective roofing materials. By reflecting some of the sun’s heat, you can cut your home cooling costs by up to 15%.

Windows:

Buy “Energy Star” labeled windows – they can save up to 15% on energy costs. Check the caulking around your window every season and repair if necessary.

Wood Burning Chimney:

Make sure your fireplace stays clean of ashes – consider having it professionally cleaned once a year. Check the chimney for loose or missing mortar and make sure the damper closes tightly, as both of these can lead to heat loss.

ATTIC

Insulation:

Make sure there is at least 6” of good thermal insulation in the ceiling. Poor insulation can cause up to six times more heat loss.

Heat Ducts:

Insulate your heat ducts. A home can lose up to 25% of its hot air before it ever reaches the vents.

LIVING ROOM

Humidifier:

A properly humidified home is as comfortable at 70 degrees as a dry one at 73 or 74 degrees. Using a humidifier can save you up to 15% on heating costs. Call Mickey at Comfort Specialists, Inc. to learn more about humidification installations.

Thermostat:

Turn your thermostat back when not at home. By turning your thermostat back 10 to 15 degrees for 8 hours, you can save up to 5% - 15% a year on your heating bills – a saving of as much as 1% for each degree if the setback period is 8 hours long. Better yet, allow up at install a programmable thermostat to set your mind at ease.

Always check our Green Corner for helpful energy saving tips.

OUTDOOR RESET CONTROLS-CHEAPER ALTERNATIVE TO SAVING FUEL

Lower your fuel bill up to 10% or more

How an Average Heating System Works...

When the interior air temperature drops below the thermostat setting, a signal is sent to the boiler to turn on. Unfortunately, the thermostat only tells the boiler to turn on when the house is too cold or turn off when the house is too warm. There is no in-between. With the rising cost of fuel we need to look to new technology to reduce our fuel usage during the heating season. An Outdoor Reset Control can do such a thing, which will have savings between 5-30%. Typical Payback is within 3 years!! This means all the savings afterwards is going back into your pocket. The same concept applies as if you were driving your automobile and were full out accelerating and then slamming on the brakes at every light. Your fuel consumption would be a lot higher instead of just slowly getting up to speed and coming down on your speed just as slow.

How Your Heating System Should Be Operating...

When you adjust your foot to maintain a comfortable driving speed you

get good fuel economy. We can do the same for your heating system by adding an Outdoor Reset Control developed by Tekmar Control Systems. Heating system water temperature is adjusted to maintain comfort and improve system efficiency.

How Hot Does My Boiler Need To Be To Be Comfortable?

Without an Outdoor Reset Control your heating system does not know if it's a cool autumn night (half speed) or the coldest day of the winter (full speed). Therefore your existing heating system doesn't know when to ramp up to full temperature or to regulate to a minimum effective boiler temperature.

How the Outdoor Reset Control Works

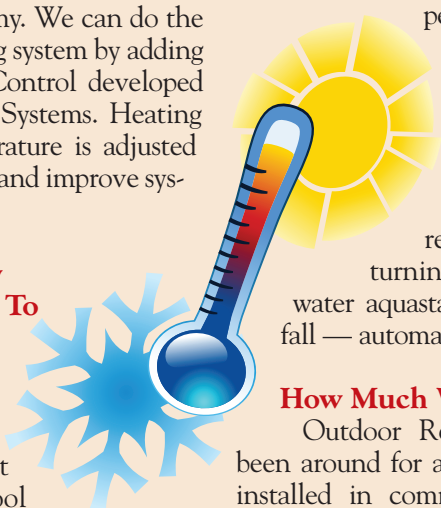
With the information sent to the main computer through an outdoor air sensor, the computer can match the heat output closer to the needs of your

home. Outdoor reset is a weather-responsive control rather than a weather controller. Based on changes in outdoor temperature, it automatically adjusts boiler water temperature. Wow, what a concept. If the temperature is colder outside, it takes more heat to overcome its effect inside the building than if the weather is warmer! Outdoor reset is the same as turning down the boiler water aquastat in the spring and fall — automatically.

How Much Will I Save?

Outdoor Reset Controls have been around for a while mostly being installed in commercial applications such as office buildings, apartment buildings and religious sanctuaries. The outdoor reset controls have now become affordable to the homeowner. Savings will vary on many factors, but a recent study performed by the Environmental and Energy Resource Center in St. Paul Minnesota showed that an Outdoor Reset Control saved an average of 14%. Typical Payback is under three years.

Michael



ADVICE FOR TOUGH TIMES!

An obvious way for you to save money is to update your heating system NOW. We have some of the most talented technicians in the business and they are ready and willing to upgrade your system with many innovative money saving ideas. New controls, thermostats, insulation and a myriad of other possibilities can help you to use less heating oil. Call us and we will happily send a representative to determine what we can do to help you. We are in this together and as always, we are ready to serve.

Switching to another energy source has proven to be a poor choice.

Natural gas is extremely combustible and most incidences of carbon monoxide poisoning have been traced to mal-

functioning gas appliances. In contrast, oil heat has a remarkably safe track record. Heating oil cannot explode and it can safely be stored in a tank inside your home. Oil heat is a more dependable supply. Natural gas pipelines can buckle under the strain of high demand.

There is remarkable new technology in oil heat. There are "smart controls" and self diagnostic equipment to alert you and your oil dealer to problems before the equipment breaks down.

The return on your investment, if you were to spend the money to convert to natural gas, will likely be minimal and it could take years to recoup your costs (and that is only IF the price of oil is higher than natural gas).

Heating oil prices have risen dramatically, but other energy sources have risen dramatically, as well.

Natural gas prices have more than doubled in the last year in the futures market. Also, natural gas prices have historically been higher than oil prices, and we certainly can't guess what future prices will be.

Many of you are aware that we sell both heating oil and natural gas and we are constantly monitoring the price of both. We urge you to weigh this decision carefully- conversion to gas might not be such a wise idea. If you are still interested in exploring your heating choices, our sales engineers are experienced in both options and can give you the pros and cons of both choices. Either way, we hope that OSI/CSI will be your heating company.



We Love Hearing from You!

Dear Comfort Specialists and OSI,

Courteous, Professional, Knowledgeable, Thorough in giving detailed information, Immaculate after clean-up....ALL of these attributes are awarded to Brian, your plumbing engineer. He evaluated and repaired an ongoing bathroom plumbing issue we had.

We have been customers of OSI for 28 years and continue to have "comfort" in your "specialists" and repairmen. Many thanks for your continued cooperation. Thank you for keeping us warm and dry.

*Sincerely,
George and Lucille Greller*

Dear OSI,

We have lived in Plainview since 1969 and we have never had a satisfactory oil/service company until a friend recommended OSI. About three years ago, OSI solved a persistent problem we have had every winter for many years. The oil line from the new above ground tank would freeze every winter leaving us without heat or hot water for days at a time. Our previous oil company never suggested any way to solve this recurring problem and it continued to happen year after year.

Our first winter with OSI we had the same problem. We phoned for assistance and your technician explained the problem. It was pretty simple. The oil company that installed our new tank put the line close to the ground so when the weather is freezing, the line freezes too. He suggested that we have OSI run the line up to the top of the tank to avoid this problem. A simple solution that no other oil company ever suggested.

Spring came quickly and we forgot about the problem. However, OSI did not forget. We received a phone call prompting us to have the new oil line run to avoid this problem next winter. We made the appointment and the job was done quickly.

In spite of the fact that we have had many cold nights since, we have never had that problem again. We are very grateful for your attention to detail in encouraging us to take care of this matter.

*Thank you OSI!
Mr. & Mrs. Lenoard McLane*