



HOUSE WARMERS

OUR GAP PROGRAM WILL SAVE YOU MONEY!

As this issue of Housewarmers reaches your home, I hope that you and your families are enjoying the good weather and are having a wonderful summer. It is not too early for me to begin thinking about our next heating season. Again, I would like to remind you about the success of our time tested GAP program. It is and always has been the best way to manage your energy costs. The GAP program offers you true protection against rising costs, and yet offers the flexibility to allow you to pay lower prices if the price of heating oil goes down.

These past two years have proven that the GAP program works – and works well! Two years ago, when oil prices soared to over \$5 per gallon, we were charging our GAP customers \$2 less per gallon than that. Last summer the talk was that people would have to be choosing between heating their homes and feeding their families during the winter because heating costs would be so high. We were forced to raise our ceiling price because prices were so high as we prepared for the season. Although we had to raise the ceiling price from the winter before, the actual cost you ended up paying was far less than the GAP ceiling price.

It would be much easier and cheaper for us to offer a fixed price. The oil is purchased before the season, and you know exactly what you are paying. Your price cannot go up but it cannot go down either!! Had that approach been our offer last winter, you would have ended up spending about \$2 per gallon more than you actually paid as a GAP customer!! Instead, we “commit” to purchase the oil at a certain price so we can offer you a ceiling price. If the price goes down, we have price protection – a form of “insurance” - so we can offer YOU a lower price, should prices decline during the winter.

Unfortunately, many of your neighbors (who do not use OSI) committed to a fixed price last year and they were stuck! We have always felt that our plan offers our customers

the best of both worlds. Your price can never be higher than what you agreed to but it can be (and often is) lower.

There is a cost for us to run the GAP program. We feel that the benefits outweigh the cost many times over. Nobody knows where energy prices will go. Some analysts say oil prices will be lower due to abundant supply and a slower economic recovery while others feel that inflationary factors are starting to appear that can raise oil prices even higher than before. Once again, we urge you to sign up to be a GAP plan customer if you are not one already.

This year we have been able to lower our fee for the GAP program to \$75 per year per account. Our ceiling price for the 2009-2010 heating season will be \$2.999. Remember, this is a ceiling price and not a delivery price!! Your price can be lower than this price, but never higher.

Our goal at OSI/CSI has always been to sell for less to more customers. Again, we would like to remind you about conserving energy and ask you to look into the energy saving equipment available to our customers.

There has been much talk about searching for better and cheaper fuels. We are very involved in this project. We have been selected by NYSERDA (New York State Energy Research and Development Authority) to be a leader in the development of low sulfur as a new heating fuel. We will keep you undated on our progress.

Once again, I thank you for giving me the opportunity to serve you. I hope that you will find this newsletter helpful. As always, I welcome any questions and comments. And remember, we are here to serve you and we will never take your business for granted.

Best wishes from our homes to yours, *Marty*

**Reminder: GAP Club eligibility requires you maintain and pay for an 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 each month.*

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



OIL SERVICES, INC.

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718-634-8447
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Comfort Specialists

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PLUMBING • HEATING • AIR CONDITIONING

OSI And Comfort Specialists

Not Just an Oil Company

Did you know that we at OSI/CSI do much more than just Oil Heating and Air Conditioning? We receive phone calls everyday asking if we know of any skilled plumbers or if we know of any gas service companies. Here at OSI/CSI we sell heating oil and natural gas, we service and install equipment for both fuels, we service and install central air conditioning units, we have a fully equipped plumbing division and we monitor air & water quality, and we install and maintain solar hot water units (and more!).

OSI has been selling, installing and servicing fuel oil equipment and selling heating oil for over 75 years. Since the merge of the two companies (OSI and Comfort Specialists) over 10 years ago we have expanded our services significantly. We are in the business of total home comfort. This comfort includes heating your home, down to the little drip from your faucet that needs repair. We are here for your peace of mind to help you with your questions and concerns.

Our plumbing division is available 24/7 We are here for you whether it's a slight drip of the faucet or a clog in your sewage system.

Thinking of remodeling? We have expert installers for your bathrooms, kitchen or any other plumbing remodel-



ing you might be interested in.

Comfort Specialists has been selling natural gas for almost 10 years at a discounted price, which is lower than the most common carrier. We also install and service gas-heating equipment for your home. Let us come to your home to show you how you can save money

and have your equipment running at peak performance.

Our air conditioning department has been keeping you cool for over 10 years. We have been making more and more customers happy every summer as they discover we can service their central A/C equipment. AND if you are a current OSI customer, you are eligible for a discounted price.

In the addition to all of the above services we offer, the Building Performance Institute has certified us for home energy audits, which can save you money with improvements to your home's structural insulation and mechanical systems. We can come to your home check to see where we can save you up to 40% on your energy bills. If you contract us to do the work, the cost of this energy audit is fully refundable. Whether it's insulating an attic, crawl space or windows; or just changing to more energy efficient light bulbs, we can help save energy for our future generations.

Please feel free to call if you have any questions.

Michael Jared Levi

News for Our Gas Heat Customers

We are happy to inform you that we at CSI have partnered with Great Eastern Energy to help with your natural gas needs. With this partnership you will receive only one bill monthly from National Grid. This one bill will include your delivery charge from National Grid AND your commodity charges from Comfort Specialists/ Great Eastern Energy.

As our natural gas customers can tell you, our rates have been consistently lower than National Grid's and now with this partnership, they will be even lower. We are still offering a capped rate or a variable rate contract. Our capped rate has been lowered to \$1.129 (which includes a \$0.079 premium per therm) and our variable rate is only \$0.30 above the NYMEX. These new rates will be in effect until May 31, 2010.

For those of you new to CSI or new to natural gas heat, we offer heating service agreements. Our service is as fast and efficient and economical as it is with our oil heat customers at OSI.

We can be your one stop company for heating, gas sales, plumbing, air purification and air conditioning needs. Please give us a call today to find out what we can do to help you. We want to be YOUR Comfort Specialists!

WHY WAIT?

"Why Wait?" has been a slogan of Comfort Specialist, Inc. since the company began. With all of our busy schedules today, any waiting we are forced to do is frustrating. Sometimes waiting is unavoidable, but we try to minimize your waiting time.

In your home, waiting for the water to get hot as you are about to shower or wash, can be frustrating, but it is also wasteful. You are wasting water that you have paid for as well as wasting time!

In the interest of energy conservation as well as helping our customers, we can just about eliminate waiting time for your water to get hot. We can install a timed pump and make a few plumbing alterations that will just about eliminate that waiting time. This installation would be for all faucet locations in your home.

Please give me a call, and I will be happy to set up a time to come to your home. I will look at your present equipment and explain how the new pump works and tell you what is involved in the installation. After we have finished our installation, we will have minimized your waiting time and saved water too.

We appreciate your business and are here to help you in whatever ways we can. Please give me a call.

Sincerely, Jerry Viola

REMINDER!

Another Way to Lower Your Heating Bill

We have been telling you this for years, and so many of you have taken advantage of this great opportunity. It's so easy to earn money by just recommending your friends to OSI. This is how it works (meeting certain guidelines):

First recommendation: \$100 credited to your account.
Second recommendation: \$150 credited to your account.
Third recommendation: \$250 credited to your account.

That's a total of a \$500 credit towards your account.
(The only catch, all of your recommendations must be within a one year period.)

Now that's what I call a win-win situation.

- Your friends win because they become OSI customers and get great prices and service just like you.
- You win because you can get between \$100 and \$500 credit each year.
- We win because we get another family to join our OSI/CSI family.

Everyone wins!!!

So spread the word, tell all your friends about how easy it is to become part of a family who cares about helping to save you money. Once they find out how great it is to be an OSI customer; they too will want to earn extra money by recommending their friends and family. (Make sure you tell them to mention your name when they call).

LAST CALL FOR R22

What's that you say? What the heck is R22 and why should I care? Well if you have central air conditioning the odds are good that your system uses R22, also known as Freon. The Montréal Protocol of 1992 requires that all production of Freon for new equipment is to cease as of January 1st 2010. Since no new Freon can be produced there will be no new equipment manufactured that uses Freon.

The new environmentally friendly refrigerant that is replacing Freon is called R410a. And R410a is not compatible with the old systems. So if you need a new condenser (the outside unit) you will have to change the entire system which includes the inside unit, the outside unit and the piping between them.

This, as you may well imagine, can get quite expensive, especially if you have already changed the inside unit in the last couple of years and have to do it again. If your outside unit is more than 10 years old or you have been told you should start thinking about changing it, now is the time to make your move while the Freon units are still available. I am only talking about the outside unit. The inside units (because they do not contain Freon) will still be available.

The reason that Freon is being phased out is because it affects Global Warming. That being said, when there is a leak, the Freon gets into the atmosphere to do damage. A leak-free Freon system can be operated for years to come without any problems whatsoever. So if you are thinking about changing the outside unit time is running out. Call or email us if you have any questions about the phase out or about the new R410a systems we offer.

Mickey

BUDGET HELP!

We know that the coming year may be a financial strain to many of you. We strongly recommend going on the balance 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 filter, 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. For the Department of Social Services see our listings.

Financial Assistance

We have heard from so many of our long time loyal customers that unfortunately have been struggling with making ends meet these days. If you qualify for financial assistance for your home heating needs, there are different agencies that might be able to help. Assistance programs begin November 1st.

LOW INCOME HOME ENERGY ASSISTANCE

www.otda.state.ny.us/main/heap
QUEENS 718-337-2454 / NASSAU 516-227-7607/
SUFFOLK 631-853-8825

MIDDLE INCOME HOME ENERGY ASSISTANCE PROGRAM

www.suffolkcountyny.gov/departments/socialservices.aspx
MIHEAP 1-631-854-2368

PROJECT WARMTH 1-631-940-3757

These and other services are available if you qualify. You can call the Department of Social Services in Nassau County at 516-565-4327 and in Suffolk County at 631-853-8825 to learn more.



We Love Hearing from You!

Dear Mr. Levi,

We have been customers of OSI for eleven years now. Most of our family is also OSI customers. We have always been very satisfied with the service we have received. A few months ago I lost my job, the kindness and “above and beyond” customer service we have experienced has been unbelievable during a very difficult time.

Fran was very helpful, telling us about various programs we were eligible for that has been a great help. Everyone we have spoken to and dealt with at OSI has been so kind and understanding, and willing to work with us. We really appreciate how everyone has worked with us during this time and wanted to acknowledge your wonderful customer service.

*Thank you,
Joe & Michelle Picini*

Dear Sirs,

I have just enjoyed the extreme pleasure of having my heating problem solved by one of your skilled technicians; the only kind you have always provided of course.

Being 85 years of age, on oxygen 24/7 and slightly hard of hearing, your bright and compassionate young man, Shlomo, first made sure I was seated comfortably, and he assured me he would do all the “running around” needed.

He checked my boiler, came into the den and fixed my heating problem there, then checked the thermostat, and asked where I set it at. I confessed the small numbers on it (it came with the house some fifty years ago) made it difficult for me to read and adjust.

At that point, without asking, he contacted your office, obtained permission to install a digital thermostat and then installed it properly and efficiently.

Having been your customer all these years, I have always set a high bar of expectation for you when problems arose. This young man exceeded that level as a technician, and more importantly, as a caring human being. You should be proud to have a young man like Shlomo in your employ.

Stanley Kirshner