

HOUSE WARMERS

HOW THE B.B.C. CAN SMOOTH YOUR FUEL BILLS

Each year, we bend over backwards to deliver oil and great service to you at the best possible price. The GAP Club protects you for an entire year against the price of oil going above a certain point, and when the price falls, we lower your price automatically. You win both ways, and you're very smart to be a member of the GAP Club.

But all fuels are more expensive nowadays (just look at the price of gasoline!), and I understand that when those bills arrive they can be a burden.

There's not much either of us can do about the uncertainty of world commodity markets, but there is a way for you to lessen the burden of large fuel bills. You can join our *Balanced Billing Club (B.B.C.)*, I'd like you to think about this offer because you can become a member of this special club without having to pay a membership fee, and without having to pay any interest at all on your fuel purchases. It's a great deal

It works like this. As a member of the **B.B.C.**, we'll look at your home's yearly fuel usage and come up with a plan that will balance your payments over 12 months. We keep very accurate records of how much fuel you use at OSI, so we're able to do this correctly every year, no matter which way the weather might turn. We'll come up with a total projection for your family's fuel usage, and then we'll divide that number into 12 equal parts, each payment being much smaller than what a single oil delivery would

be during the frigid months of winter. You'll spend no more than you are spending now over the course of the year, but you won't get hit with any large, unexpected bills – ever. Being a member of the **B.B.C.** gives you many conveniences, call our credit department for details.

When you join the *Balanced Billing Club*, you'll know exactly how much you'll be spending to keep your family comfortable from month to month, and if you're a GAP Club member, you'll enjoy the added protection of our ceiling price. At the end of the year, we'll settle with you. If you owe us a bit of money, we can figure that into the following year's **B.B.C.** low monthly payment. If we owe you a bit, either we can give you a refund, or we can take that much off the following year's budget. To be a member in good standing of the **B.B.C.**, all you have to do is make your

monthly payment by the 10th of each month, and that should be easy to do because each payment will be much less than a single mid-winter oil delivery. You'll be taking advantage of the luxury of time, and you'll get to enjoy those fair prices and outstanding OSI service, and with no membership fees or interest payments. You win all around!

Call me today and we'll get your membership in the **B.B.C.** set up today. You are so smart to join this club!

Marty



OIL SERVICES, INC.

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Comfort Specialists

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PLUMBING • HEATING • AIR CONDITIONING

Be Cool!

It's going to be hot and sticky here on the Isle of Long very soon, and you're going to be heading for that thermostat to cool things off. But before you touch that thermostat, there are a few things you need to do.

First, no air conditioner can work efficiently (or at all) if the air can't move through it, so now is the time to change your system's air filters. This is something you can do yourself if you're handy. And if you have an electronic air cleaner, this is also the time to clean those filters, but if you're not comfortable with this, call us and we'll get you signed up for our Comprehensive Cooling Service Plan and do it for you.

Walk around your home and make



sure that all the ceiling diffusers are open, and look for that return-air grill. It is important that this grill is not blocked. If the warm air can't get back to your air conditioner through the return-air grill, the cool air can't come out of those ceiling diffusers.

Next, walk outside and examine your system's condensing unit. Air has to be able to move through this unit to take away the heat that's coming out of your home, so make sure there are no bushes, trashcans, kid's toys, or anything else near the safety grill that might block the flow of air.

And speaking of that safety grill, take a good look at to be sure it's secure. That grill protects people from getting hurt by the whirling fan that's inside the condensing unit, and it's especially important to inspect it if you have small children. Kids are so curious, aren't they? Let's protect them. If the grill doesn't look secure to you, call us right away.

About that plan: If you have us check your system in the coming weeks, we're going to make sure that all of its electrical systems are running up to spec, and we're going to check the refrigerant charge inside the system's pipes. You need special instruments to do this correctly, and it's so important because if the gas pressure isn't what it should be, your home isn't going to be very comfortable. You'll also spend much more on electricity than you should be paying, and at LIPA rates, that's not a happy proposition.

It really pays to have us look over things before you start your system each year. And while we're checking, we're going to look very carefully at the drain that leads from your attic air-handling unit to the outside. Insects often decide to build nests inside that drain line, and if they clog it, the condensation that forms in

your attic unit won't be able to drain to the outside. The pan will overflow, and the water will come down through your ceiling. This happens suddenly, and without warning, and it's not pleasant. That's why we always check to make sure this won't happen to you.

Now it's time to click that thermostat, and

we're hoping that you do all of this before it gets really hot outside, because if there's a problem on that muggy day, it may be difficult to get instant service unless you're one of our **Priority Service Customers** (we always take care of them first).

Would you like to be first on our list and get the best air-conditioning service in town? Read on!

Our *Silver Service Air Conditioning Agreement* is now available!

Your investment is just \$145 for your main central system and \$105 for each additional unit you may have. Here's what you get:

Our 15-Point Precision Tune-Up, where our technician looks at your entire system and checks all of those things we talked about, and more. This is the best way to avoid potential problems, but if there are problems, you'll receive . . .

Priority Service, which means that if anything should go wrong with your central air conditioning system during the muggy days to come, we will put you right at the top of our list for service. Isn't it a great feeling when you get to walk right up to the front of the line? Our Silver Service Agreement customers know that feeling all summer long. And if your system needs attention, you'll enjoy our . . .

Value-Rate Pricing. This is the **LOWEST** pricing we offer anyone. Think of it. It's 95 degrees outside, with 90-percent humidity, and your air-conditioning system just quit. You make one call and you not only get served first, but you also pay the lowest prices for repairs. What a great deal!

If more security is what you are looking for, we now are offering a **Platinum Agreement** that includes all that the Silver agreement has to offer, plus parts and labor on 18 common repairs and more!

And right now is the best time to call us.

Just a few more weeks left to get your \$500 Tax Credit

A New York State tax credit is available until June 30, 2007 if you are a state resident upgrading your existing equipment in your own home. Here are the details:

- The heating equipment must be for your principal residence, and that residence must be shared by two or more taxpayers
- The residence must be located in New York State
- The replacement home heating equipment must qualify for the Energy Star program, and bear the

Energy Star label

- The amount of the credit shall be equal to 50% of the cost of the replacement equipment, up to a total of \$500

We have many Energy Star-compliant boilers and furnaces in stock, and we're ready to serve. We'd be delighted to help you get this very generous tax credit, but you have to act fast.

And this is the perfect time of year to upgrade that old, fuel-guzzling heating equipment. You can get your best deal right now, and there's the tax credit on top of that. This is another good way to lower your fuel bills.



We aim to please!

Dear Mr. Levi,

Recently, your man, Mike C., delivered and installed a brand-new humidifier. I am writing to tell you that he was very professional, knowledgeable, clean and pleasant, and that he worked all alone getting the job done. We recommend him highly. I have always liked doing business with your company since 1962.

Sincerely,

Marlit and Arnold Wandel

Dear Mr. Levi,

A recent test revealed it was necessary to replace my oil tank. Your senior heating specialist, Tom Danza, was very helpful in explaining the need and the procedure involved in emptying and removing the old tank and installing the new one. We were concerned because we had just redecorated our basement, and painted the laundry and furnace room. Tom promised us a good crew, and said that he would be here to check on their progress. He came through for us on both promises. He showed up several times, and Mike and Brian performed like the professionals they are. Emptying the old tank and removing it, piece by piece, is a difficult and messy job, but your men were prepared and they protected everything. We did not suffer any damage at all. You can be proud of your staff; they are real pros.

Leonard Ullmann

Dear Mr. Levi,

I wanted to let you know what a great job Mike, Scott, and Bob did on the installation of our new heating system. Bob was superb, working out all the details and planning the work, and Mike and Scott spent three long days replacing an antiquated system with a new, state-of-the-art heating unit. Their knowledge, skills and professionalism are most appreciated. Thank you!

Mindy and Roy Kaufman

To comfort Specialists,

We have been customers of Comfort Specialists/OSI for over 25 years, beginning with our first home in Hewlett. In fact, the sellers of that house recommended that we continue with you. The service has always been impeccable, and it is a pleasure to deal with the office as well (Rita, Fran, and others).

This past week, our hot water tank just stopped working. Ray came twice to fix it, but its time was over. The next morning, first thing, Joe and Brian D. installed a new 50-gallon, high-recovery tank. They were very pleasant and very neat, placing paper down throughout the whole kitchen and hallway. And when I thought the new tank wasn't working, Mickey sent Ray back the first thing the following morning.

Again, thank you for all of your help and wonderful service

Jeffrey & Connie Glaser

Dear Sirs,

We want to thank you for the quick service we received on Wednesday. Within 15 minutes, a serviceman was here to restore our heat. Brian R. was most courteous, pleasant and quick. Thank you!

Frieda & Al DeSibio



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Another way to get around the high price of fuel

Just recommend OSI to your friends. If they decide to become OSI oil heat customers (*must meet certain guidelines before credit is given for new account*), we will credit your next delivery of oil for \$100. Recommend two friends and we'll credit you an additional \$150. Three friends gets you an additional \$250. That's a total of \$500 for three friends. The only catch is that your recommendations must be within a one year period. Now that's a deal.



What's in it for your friends? Fair prices, GAP Club protection when they join, and the most caring service professionals available.

What's in it for us? Another customer to delight!

What's in it for you? 100 dollars, at least!

Everyone wins. So tell your friends about becoming OSI customers, and remind them to mention your name. We'll bet they wind up loving us as much as you do.

What would you like to know?

We always love to hear from you. Is there a topic you'd like us to explore in an upcoming issue of House Warmers? Anything you'd like to ask us about heating or cooling, air quality, or water? Do you wonder how we're able to take care of so many people, and so quickly? What's on your mind? What would you like to know? Call us, write us, or e-mail your questions to info@osi-ny.com, and we'll feature them right here in House Warmers. Thanks!

Enjoy the beautiful warm weather, and make sure to take the time to smell the flowers! We will always be here for you when you need us. Thanks for your trust, and for your business. We will never take you for granted.