



HOUSE WARMERS

WE'RE IN THIS TOGETHER!

First and foremost, I would like to thank you for your continued support and trust. Many of you first became customers many years ago when my father ran the business, and you have continued to give us your business through the years. Together we have been through some difficult times and unfortunately we are going through one of those difficult times now.

Energy prices have soared as the demand for energy increases rapidly in other parts of the world. Here in our own country we do not have an effective energy policy at work for us.

In a press release dated March 25, 2008, John Maniscalco, Executive Vice President, New York Oil Heating Association, Inc. issued a plan for federal officials to enact in order to help consumers deal with the high energy prices today. According to Maniscalco, we must increase the energy supply.

He suggests that "Releasing oil from the Northeast Petroleum Reserve, stopping shipments to the National Strategic Petroleum Reserve and fully funding the LIHEAP program would work to increase supply in the market."

Also, heating oil dealers are calling on Congress to approve the (Senate passed) futures market legislation which is included in that chamber's version of the Farm Bill (HR 2419).

I presently have a position on the board of the New York Oil Heating Association, and we are constantly working with regulators to help prevent any market manipulation, and to be sensitive to the impact of the high costs of energy.

The oil being purchased at OSI for you is at an all time high. As of March 15th, all energy sources whether crude oil, natural gas, or unleaded gasoline have reached new highs. Thanks to our GAP program, many of you have not been affected by these price spikes. We have lived up to our end of this deal regardless of what our price for oil has been. WE HAVE REMAINED LOYAL TO OUR CUSTOMERS.

Again, I must stress to you the importance of your adhering to the rules of the GAP program in order to remain a member. Payment is due within 10 days of delivery or on balanced billing, by the 10th of each month. In trying to secure oil for my customers at the best price possible, your cooperation is imperative. The reality is that OSI must pay for our oil supply within 5 days after purchase. I feel the terms of the GAP program were clearly defined. If you cannot adhere to these terms you may be removed from the GAP program.

I would also like to remind you that our oil prices have been consistently lower than the Long Island retail price as published by NYSERDA all season. In December, our GAP customers saved almost 60 cents per gallon, in January almost 70 cents per gallon and in March over \$1.25 per gallon. You can view this comparison on the NYSERDA website (www.NYSERDA.org). Although

much that is happening out there is unpredictable, we at OSI would like to assure our customers that even if prices spike again next year, the spike will not affect GAP customers. If prices do fall, OSI will happily lower your delivery prices.

Our Balanced Budget Plan is another OSI option that you might like to consider. We look at your past bills to forecast your next year's fuel costs. Then we simply divide that amount into twelve equal payments. Each month, you will pay the same amount. You will never have any unexpected high energy bills! At the end of that budget season, we will either credit your account for the following year or bill you for the remaining balance.

Other than charging you the lowest oil prices we possibly can, what are we at OSI/CSI doing to help you save money? We are constantly looking to find the most efficient new equipment for our customers. New heating systems can save you up to 40% on your heating bills. Our technicians are always available to ensure that you are getting maximum efficiency from your system, or to recommend a new and more economical system or parts. Hopefully, we can maximize your heating efficiency for the remainder of this year and for many years to come.

This might be a good time to re-insulate your attic. By increasing and filling gaps in insulation in older homes you will be keeping your house warmer in the winter, cooler in the summer and saving you money all year round.

Installation of a ceiling fan might be an option you would like to consider. Ceiling fans keep you cooler in the summer months, and by reversing the direction of the blades, they push warm air down into the room in the winter months.

We have always tried through the years to give you hints to save on your heating bill. As the oil heating season is winding down, we have some suggestions to help you save on other energy usage as well.

**You can use 30% less energy in your home by purchasing products with the ENERGY STAR label. You can find the ENERGY STAR on washers, dryers, refrigerators, dishwashers, room air conditioners, TVs, VCRs, dehumidifiers, ceiling fans, lighting fixtures and even light bulbs! For your office, the ENERGY STAR label can also be found on computer monitors, fax machines, copiers and water coolers! Be sure to look for this label when you make purchases for your home.*

As I stated earlier, these times are not easy. We are trying our best to help you in whatever ways we can. We value your trust and your business. We will never take you for granted! Enjoy the beautiful days ahead, and don't forget to stop and smell the flowers!

Marty

**Green Corner – Helping you help make the world a greener place*



OIL SERVICES, INC.

516-763-1400
718-634-8447
www.osi-ny.com

Comfort Specialists

516-764-2300



PLUMBING • HEATING • AIR CONDITIONING

We built a NEW Website just for you!

Check out the great Coupon Savings and Rewards for Referring New Customers at our new website, www.osi-ny.com. And not only are there valuable coupons, you'll also be able to schedule an appointment for an oil delivery, service, or a tune-up. And you can arrange to have your A/C or gas-fired

system checked out as well, it's so easy!

If you have billing questions we can answer them online (or by phone, if you prefer); and if you have any heating-service questions, you'll find a multitude of answers on our new site.

Need to get in touch with our Credit Department? They're available on line. In addition, you can request an appointment for a price quote on any of the many heating- plumbing and air-conditioning services OSI and Comfort Specialists offers. You can get info on gas sales and services and even ask the plumber!

How about the need for air- or water filters? You don't have to waste gas by driving to the home center to get them; we have what you need online and you can order it all from our new website. We'll deliver it right to your door for your convenience.

If you'd like to see the quality of our craftsmen's work, we've got a photo gallery on

the new site, and we're adding to it all the time. We're proud of every job we do, not just for how these jobs look, but for how each one saves energy and makes the world a bit greener.

You can preview the latest energy-saving heating-and-air-conditioning products on our new website. Learn how this remarkable equipment can cut your energy bills, while keeping you more comfortable. We'll also show you how we can keep your oil-storage tank as safe as can be, tell you more about making your drinking water safer, and your indoor air cleaner.

And of course, you can read the latest issue of House Warmers there, as well as older issues. And to top it off, we even give you the local five-day weather forecast!

We built our new site with you in mind and I hope you enjoy it.

All my best to you and your family,

Michael Levi



Is water filtration necessary?

Have you ever thought about how we take water for granted? We use it every day and hardly think about it. Open the tap and it's there. Turn on the washing machine and the clothes are washed and rinsed. The sprinkler system automatically keeps the lawn green. We take all these things for granted.

But lately, the water supply to our homes has been getting our attention. It tastes and smells a bit different. Maybe you've noticed. The dishes coming out of the dishwasher are spotted. White clothing isn't as white as it used to be. Things have changed.

If you're concerned about health issues, you may have chosen to have bottled water delivered to your home. That gives you some control over what you put into your body, but those water jugs are heavy and bulky, the dispenser takes up space, and it sure is expensive. And it's not a very "green" solution to the problem.

Many of our friends have asked us to install water filtration systems in their homes. When I get these calls, I listen to their concerns, and I ask lots of questions so that I can narrow down the source of the problem. To be cost-effective, water filtration must be very specific to what's causing the problem.

And after I've installed them, I watch over these systems, changing the filters as needed so that the water we take for granted remains healthful. How often I change



those filters depends on usage, and that's why I'll ask lots of questions when I'm listening to people's concerns about water quality.

So when you call about water filtration, we'll spend some time on the phone. Please plan on that. I want you to have just the right solution. Our talk will help me choose the water filtration system that will be the most efficient and cost-effective for you. I won't recommend more filtering than you need, and I can install your filtration system in phases, rather than all at once, if that is the right way to go for you. It all depends on your situation, and I am a very good listener.

I will never recommend a water filtration system without first getting all the information that's unique to your home. That would go against how we do things here at OSI/CSI. We will always live up to the trust that you have in us.

Long Island water is changing in many ways. Tell me your concerns and I will come up with a solution tailored to your family's needs. Pure, healthful water is still possible on Long Island. Call and I'll listen.

I'm here to help with all your plumbing needs.

Sincerely,
Jerry Viola, Master Plumber

WHAT'S YOUR A/C SCORE?

Lately my wife and I have been watching a show called Holmes on Homes. The host, a really nice guy named Mike Holmes, goes to homes that have had sub-standard construction work done by shady contractors. Mike goes in and tears out everything, and I mean everything—the walls, the ceiling, the floors, the A/C, the heating, the electrical. And then he rebuilds everything the way it should have been built in the first place.

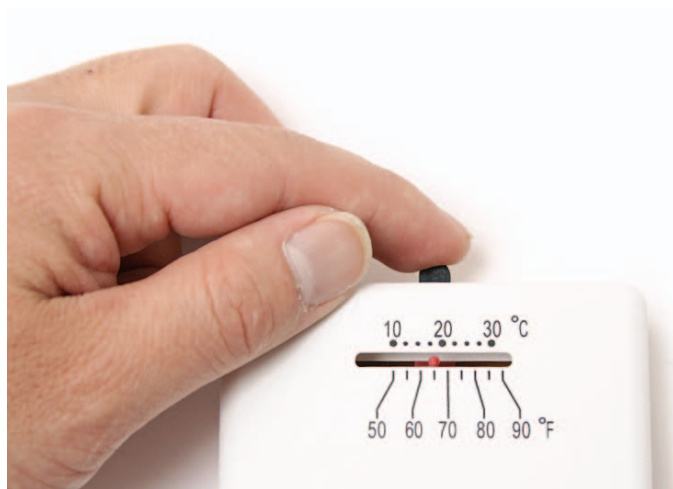
And do you know how I know he's a really nice guy? He doesn't charge the people anything!

I find myself thinking that it would be nice to be able to tear out some of the air-conditioning systems I've seen. They're in bad shape and I'd love to install systems that are so much more efficient, and I'd love to do it for free, but, sadly, I don't have my own TV show. But, hey, if you'd like to produce a TV show for me, I promise we will never run out of old systems to replace!

Until then, here are some things you can do yourself to keep the decent system you already have running as well as possible:

1. Keep your air filters clean to save money. Replace them once a month during the warmer months.
2. Keep shrubs and dirt away from the outside condenser so that it doesn't choke. This will improve airflow across the unit and save you electricity. (Try breathing while pinching your nose. Not easy is it?)
3. On some systems, the condensate lines run out from the attic to the rain gutters. If your gutters are full of leaves, the condensate will back up into the air handler and leak through your ceiling. Clean those gutters every spring so the condensate can flow.

4. Don't turn your thermostat too high while you're away from home and then lower it all the way down when you return. If you're going to



be away for more than five hours, lower the temperature no more than four degrees. Any more than that will stress the system as it tries to catch up during the hottest part of the day. And speaking of thermostats, we have ones that will automatically raise and lower the temperature, based on your schedule. Nice!



Those are the things you can do yourself, but for real peace of mind, let Comfort Specialists do a 15-Point Start and Check on your A/C system. This will ensure reliable and energy-efficient operation all summer long.

And should we find a problem with your system, and you're not sure

whether to have us fix it, or change the whole system, here's a little test to help you score the condition of your current system. Just add up the points:

What is the age of your A/C equipment?

0 to 5 years.....	0 points
5 to 8 years.....	1 point
8 to 10 years.....	2 points
10 to 15 years.....	4 points
15 to 20 years.....	6 points
Over 20 years.....	8 points

What is the estimated cost for the repairs we're recommending?

Under \$100.....	1 point
\$100 to \$300.....	2 points
\$300 to \$600.....	4 points
\$600 to \$1,000.....	6 points
Over \$1,000.....	8 points

When it was new, were you comfortable with your A/C system?

Yes.....	0 points
No.....	4 points

What was the original SEER of the equipment? (this applies to both A/C and Heat Pumps)

Over 16 SEER.....	0 points
13 to 16 SEER.....	1 point
11 to 13 SEER.....	2 points
8 to 11 SEER.....	4 points
Less than 8 SEER.....	6 points

(Take a deep breath.)

What are your current electric rates?

Do you get your electricity from LIPA?.....	2 points
Do you get your electricity from Freeport?.....	0 points

If you scored 9 or more, it would pay you to have us replace this old, inefficient equipment.

If you scored between 6 and 8, you should talk to us about energy-saving options. Many of these are low-cost items, such as programmable thermostats.

If you scored 5 or less, have us repair the equipment to make it even more efficient than it is. That's a great choice.

That was easy, wasn't it? You now have a clearer picture of what your system is doing for you. Before it gets hot and humid outside, call us. We're here with more information, answers to all your questions, and a FREE, no-obligation quote on upgrading to high efficiency. Call us today. Thanks!

Mickey Kiernan



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We love hearing from you!

Dear OSI,

When I received an oil delivery yesterday, I was happy to see the GAP Club price was still in effect. Some of my friends were not so lucky.

I have been with OSI for many, many years, and have always been happy with your service and crew.

This is yet another great reason I will never change to a different company.

Thanks for another great year!

Sincerely, Susan Gaffney

Dear Comfort Specialists,

Ray came to service our boiler today. While inspecting the boiler room, he noticed that a Keyspan gas line was rotted and served as a potential hazard. He advised us to call Keyspan to have them assess the issue immediately. Keyspan arrived and found a gas leak.

I just wanted to take the time to let you know how grateful we are that you employ such thorough technicians. We appreciate his attentiveness and are extremely thankful that he brought this matter to our attention before it caused a serious problem.

Sincerely, James and Isabel Gaudet