



# HOUSE WARMERS

## THIS WASN'T THE WINTER WE EXPECTED!

It's that time of year again when we can sit back and review the past heating season, as the winter is now behind us. I think that it is safe to say that although the winter was colder than last year's, and our customers used more fuel than in the past, we were able to keep our prices well below our promised cap price (and we were even below LAST year's cap). That was great for all of us. As I promised you, I worked very hard to keep our regular price down and our capped price even lower. Those of you who were able to take advantage of our balanced billing were pleasantly surprised that we were able to lower most of your monthly payments.

We received numerous calls and letters from our customers

thanking us for lowering their billing payments, and even thanking us for suggesting various agencies to get financial help this winter. We were pleased to have been able to help you.

It is the time of year that I would like to remind you of the advantages of going on a balanced billing plan. By doing so, you can make your payments over a twelve month period, making your heating bill easier to manage. Please call our credit department if you would like more information or to sign up for a balanced billing plan.

From our OSI/CSI family to yours, we wish you a happy and healthy spring and summer. Please remember how much we appreciate your business. We will never take it for granted!

*Marty*

## AIR CONDITIONING TIPS FOR SPRING

Well it's spring again and it's time to remind everyone to check your air conditioning systems before it gets hot. However there are other issues we should discuss.

**1** Spring start up. It is always a good idea to have your air conditioning checked. Whether your system is old or new, checking it out can save you money both on operating costs now or costly breakdowns later (when it is hot outside and muggy inside). In light of the current economic climate we have kept our start up price the same as last year. Included in our 15 point start up price is a Silver maintenance agreement which entitles you to priority service and a 10% discount on repairs; if you prefer you can upgrade to a platinum agreement. This covers parts and labor for 18 common repairs and a 20% discount on any additional repairs. When you call to set up an appointment ask about the different plans and what they cover. We'll be happy to go over them with you.

**2** Without going into too much detail, by law, the old style air conditioning units will no longer be manufactured after this year. In fact they may not be allowed to be sold after this year. The EPA has not come down with a final ruling as yet. Therefore most manufacturers are only making a set amount of the old style equipment; when it is gone, it is gone. This affects your system in the following way: if your old style

condenser has to be replaced after the old style units are no longer available you will have to replace everything, the inside and outside equipment. This will be quite costly. If you are thinking of replacing your condenser now would be the time. Some of the manufacturers are offering a 10-year warranty on all the parts in the condenser. By purchasing one of these units you are assured replacement parts for the next decade; that's a nice comfort zone, no? If you are trying to keep the existing system operating well this is the way to go.

**3** If your system is shot and has to be replaced we recommend doing so with a system that uses the new style equipment. These should be available long into the foreseeable future. Now would be a good time to upgrade to a more efficient system. Between the government tax credits and manufacturers rebates the end cost of a high efficiency system can be very attractive. Add to that a possible savings of up to 50% on operating cost (based on weather conditions and usage) and a much better comfort level.

As always thanks for taking time to read this and if you have any questions or requests call the office or email me at [mkiernan@osi-ny.com](mailto:mkiernan@osi-ny.com). We'll try our best to help.

*Mickey*



OIL SERVICES, INC.

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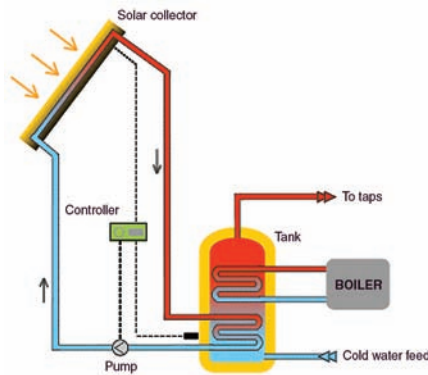
# GO GREEN GO CLEAN GO SOLAR

OSI/CSI has been experimenting with many different ideas and types of equipment to help our environment while reducing your costs. We have lowered the carbon footprint with every solar job that we have done. We have been working with solar hot water systems to determine which systems are most economical for your home. Our installations of solar hot water systems in the past few years have proven to be very successful. These systems save money because they are economical to run and there are added tax incentives right now.

The new generation of solar heating equipment has fared very well in our northeastern climate. The output of the solar panels has proven to be well worth their cost. Even on cloudy days, we are able to produce sufficient heat

to make your hot water. We are also doing solar heat for those customers who want to heat their pools.

How does solar domestic heating



work? Solar water heating systems have both storage tanks and solar collectors. There are two different types of solar

water heating systems: active systems which have circulating pumps and controls and passive systems that do not. Most solar water heaters require a well insulated storage tank. Solar water heating systems almost always need a backup system for very cloudy days or times of increased usage. Conventional, dual coil, indirect water heaters usually provide backup and may already be part of the solar system package. A backup system is always a good idea.

We also offer solar electric panels called photovoltaics. Photovoltaics convert sunlight into electricity. These solar electric panels can supply your home with some or all of your electrical needs. Please call us at OSI/CSI for more information.

*Michael*

## Of course we are here to help. But first, why not try to help yourself!

*Follow these simple self-help home comfort tips, and you'll be heating and cooling your home for less....all year long.*

At OSI & Comfort Specialists Inc., we're proud of the skill and experience we've acquired as your home heating and cooling experts.

We want to help you help yourself. After all, indoor comfort isn't something that just "happens"...it needs constant care and attention. And there's quite a bit you can do on your own...simply and easily.

So from our "house" to yours, we urge you to put these tips into practice. If you do, you might NOT have to call us in the morning!

- Leave all interior doors open at least 2 inches if the room does not have its own return air intake vent.
- Consider replacing low efficiency incandescent bulbs with compact, energy efficient fluorescent bulbs.

- Install solar screens, awnings, or plants to shade window and walls during the summer months.
- Seal ductwork airtight.
- Apply caulk...caulking tiny cracks and crevices around a house can save hundreds of dollars on heating and cooling bills. Just be sure to check package directions – many caulks need to be applied when the outside temperature is above 50 degrees.
- Make sure all ductwork registers are not blocked by furniture.
- Insulate your doors and windows...it's estimated that unsealed windows and doors add up to holes about the size of 12 to 20 bricks... can you imagine the loss of warm or cool air in a hole that size?
- Turn off all lights, fans, computer

monitors, etc. when a room is unoccupied.

- Install storm windows and doors.
- Keep filters clean and inspect them monthly.
- Insulate your attic and ductwork.

Is that all there is? Not really, but take it from us...even implementing a handful of these self-tips will save you bundles on energy, repairs, and delay the need for replacement of home comfort systems.

That concludes these helpful hints... except, for the \$250 money-saving coupon below on a new or replacement home heating system. We, too, can add bundles to your indoor comfort savings...courtesy of the professionals at Oil Services, Inc. and Comfort Specialists, Inc.

### Oil Fired Heating System

**SAVE \$250**

...on a fully-installed new or replacement oil fired heating system. This offer is valid through September 1, 2009 and may not be combined with any other discount or promotion.



### Air Conditioning Coupon

**SAVE \$30**

Off the **PLATINUM** 3-Year A/C Service Agreement

**SAVE \$20**

Off the **SILVER** 3-Year A/C Service Agreement



### Gas Heating System

**SAVE \$25**

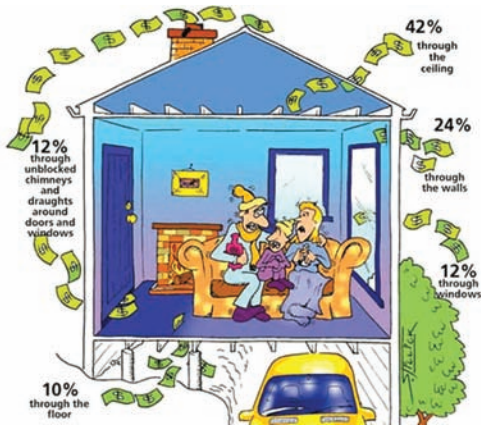
Off the **PLATINUM** Gas Service Agreement If You Qualify.

**SAVE \$15**

Off the **SILVER** 3-year Gas Service Agreement



# Save Money With A Home Energy Inspection

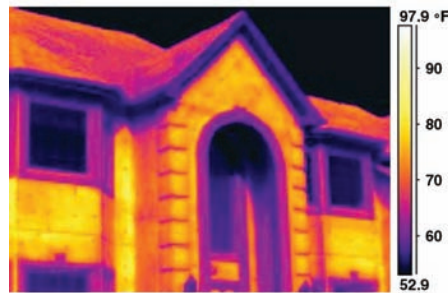


With a Home Energy Audit you can find ways to cut your energy bills from between 30% and 70%. There are many different ways we can cut your home's energy usage. We use high tech equipment to determine where your home's energy is being wasted.

A home energy audit is the first step to assess how much energy your home consumes and to evaluate what measures you can take to make your home more energy efficient. An audit will show you problems that may, when corrected, save you significant amounts of money over time. During the audit, we can pinpoint where your house is losing energy. Audits also

determine the efficiency of your home's heating and cooling systems. An audit may also show you ways to conserve hot water and electricity. We can perform a simple energy audit, or we can do a more in depth energy audit that includes thermal images that can pinpoint more specific problem areas in the home.

To begin the basic energy audit test, we will conduct a Blower Door Test. A Blower Door Test is a device that simulates a 20-mile per hour windstorm outside your home. This helps determine where the leaks are throughout your home. Then we decide how to fix them. We examine the windows, doors, seals, boiler, hot water heater, attic insulation, wall insulation, and ventilation.



We also provide infrared scanning for the more involved in depth audits.

Infrared is very useful to help locate poorly installed or missing insulation. Together with a blower door it is very useful in locating air infiltration. This device will identify where the temperature differences are located throughout the house, and will help pinpoint the weak insulation areas in your home.

After we are finished with your Home Energy Audit we can explain where your major energy problems are throughout the home. There are many ways to lower your energy bills which we will go over. For example: replacing windows, doors, insulation, light bulbs and upgrading to Energy Star Appliances. All these great ideas have reasonable payback periods and will improve your comfort and cut your energy bills. We will make recommendations on how to improve the energy efficiency of your home and we can make recommendations of contractors who we work closely with and trust.

- Have a Basic Home Energy Audit Today for \$300.00.
- Have a Deluxe Home Energy Audit Today for \$450.00 \*\*

\*\*Cost for deluxe test is refundable if you decide to make your home more energy efficient by using one of our trade allies to upgrade your homes Insulation, Windows/ Doors, or Heating/Air Conditioning System.

## Schedule a Free Heating System Inspection from OSI:

For no charge, OSI will review your existing home heating system and your current heating costs. If you could be saving money, we'll recommend the installation of the environment-friendly Energy Kinetics System 2000—a low-mass heat recovery system that can handle all of your heating and hot water needs. It heats only the amount you need, when you need it.

## Energy Kinetics System 2000:

A breakthrough in heating technology, the Energy Kinetics System 2000 lowers costs and saves energy by working only when you need heat or hot water. Among the benefits:

- 35-40% fuel savings on average (actual reports from local customers)



- On-demand, never-ending hot water
- Efficient fuel burn reduces greenhouse gas emissions
- Over 25 years of proven technology
- Quiet operation
- Works with any combination of radiant heat, baseboard heat, hot water, and forced warm air
- Improves your home's value

## Reduce Energy Costs as You Reduce Pollution

Not only can an Energy Kinetics System 2000 help you save money, it can help you save the environment by increasing your energy efficiency. For example, this system can save 400 gallons of fuel oil in a typical home each year. That's 4.4 tons of greenhouse gas emissions—more than an acre of forest, or 3/4 the annual emissions from a typical car.





## We Love Hearing from You!

*Dear OSI,*

My oil burner stopped working on one of the coldest nights in January, it was 19 degrees outside. I called OSI and Mike said that someone would be over soon. That's when Scott Nichol森 arrived. He was very professional and knowledgeable. In no time, he cleaned, repaired and replaced many parts of the boiler. Before he left, the heat was back on and working efficiently throughout the night. I would like to complement OSI on their employees, Mike and Scott for their continued service since 1983.

*Sincerely,  
The McKeon Family*

*Dear OSI,*

This letter is about your serviceman, Joe, who came to my house in January to fix the water flow level in the boiler.

He was honest, and explained to me what troubleshooting that he would have to do and that it might involve multiple trips. I understood and was happy to do my part.

After his second visit, the problem seemed to be solved and the unit has been working better than ever. If the unit acts up again and Joe has to return, I will not be upset.

Joe is a big reason why I am a happy OSI customer for over 20 years.

*Yours truly,  
John Coyne*

*Dear Mr. Levi,*

I just got solar hot water installed from OSI and EM Power and I want to congratulate your firm on a job well done. Michael Levy, Vadym and Russell were professional, friendly and did a very clean, neat job. I especially liked that my boiler room was left cleaner than when they found it. Thank you for a job well done.

*Dennis Hershey*