

HOUSE WARMERS

HAPPY NEW YEAR!

House Warmers gives me the opportunity to stay in touch with you, and to let you know what's new here at OSI/CSI. As you may know, my family has been in the heating business for more than 70 years and we've certainly had our ups and downs. I have often spoken about the times during World War II when there was such a shortage of oil that my Dad, Irving Levi, was purchasing Black Market oil and getting it to his customers to ensure that their homes would be warm. Times have changed, and I hope things will never be that difficult again, but we continue to live by the same ethic all these years later. We cherish your business and will always fulfill our promises to you.

We are well aware that all energy prices have skyrocketed during the past few months. This unfortunate reality has affected everyone. However, we are confident that there is plenty of energy available, and we hope to see a lowering of prices soon.

A large portion of your family's budget goes to heating and cooling your home. Therefore, we always stress the importance of having the most efficient equipment possible so that you can be comfortable at the lowest possible cost. At OSI and CSI, we are constantly searching for the newest and most efficient systems for you. Over the past few years, we've helped some of our customers reduce their energy usage by up to 40 percent by upgrading their equipment. We can help you do the same. Please call us and we'll share our ideas with you.



I'm pleased to tell you that OSI has just made an arrangement with AFC First Financial. They can offer you unsecured financing at a very attractive rate and terms for up to three years on any new energy-saving equipment you have us install for you. We'll soon have the application available on our website (www.osi-ny.com). Our engineers will not only be able to quote you on reliable, high-efficiency equipment, but they will also be able to give you easy options for payment. We continue to strive to make updating your old equipment financially easier, and more affordable.

Not surprisingly, our **GAP Club** has become even more popular. We have always encouraged you to join the Club to put a cap on your fuel bills. We do realize that it is sometimes difficult to pay for your fuel deliveries within 10 days, as required to remain in the GAP Club. If you find this is the case, please consider the option of the **Balanced Billing Club**. We'll spread your yearly heating bill over 12 months, which will make your payments during the winter smaller.

On behalf of my family and all the good people who work for us and for you at OSI/CSI, I would like to wish you a Happy Holiday season and a healthy New Year. We will continue to work as hard as we can to make you comfortable. And we will never take you for granted.

Marty



OIL SERVICES, INC.

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Comfort Specialists

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PLUMBING • HEATING • AIR CONDITIONING

TOO GOOD TO BE TRUE?

I think this is so ironic: Marty Levi, the owner of OSI, just received a flier in the mail from KeySpan. They're offering him a way to save up to 30% on his heating bills. Sounds good, doesn't it?

But wait, there's more. Marty will also get to save up to \$1,500 on new high-efficiency heating equipment, and all he has to do is convert his equipment to clean, natural gas.

It sounds too good to be true, doesn't it? WELL, IT IS!

Let's take a closer look at this deal from KeySpan and see what's really involved:

- Someone has to remove your old heating system and replace it with new equipment.
- Someone has to install a flexible, stainless-steel chimney liner in your old chimney to protect you against a whole slew of problems that can occur when you connect a gas heating system to an older masonry chimney.
- Most gas-heating systems do not produce domestic hot water, so you will probably have to install a separate water heater.
- The new gas piping needs to be inspected by the local plumbing inspector. This means permits and waiting home for an inspector to show up. Now, plumbing inspectors are great people; they keep us safe and protect our health, but they usually give you a four-hour window to inspect the job. Got time?
- You have to abandon your existing oil tank: more permits, and more inspections.

• Regardless of where you purchase the natural gas, KeySpan owns the lines in the street and the ones running up to your house, so you will be doing business with them for as long as you own your home.

• If anything breaks, you'll have to call a plumber to come fix it. The true cost? This is an actual quote that one of our customers recently received from a legitimate local contractor:

Install new gas furnace with new gas line:.....	\$5,200.00
Install gas liner in masonry chimney:	\$1,200.00
Install new separate water heater:	\$1,100.00
Abandon existing oil tank:	\$1,395.00
Remove the oil that you already paid for:.....	\$0.85 per gal.
Permits:.....	\$300.00

KeySpan offered them \$1,500, which suddenly doesn't sound as good as it did at first.

Here's another option for you. Let us upgrade you to a new high-efficiency, oil-fired heating system. Your new system will burn clean and be up to 87% efficient. I have seen systems that have run for two years and have only a little bit of white dust inside of them. Now that's clean!

So if you get a flier in the mail with an offer that sounds too good to be true, give us a call and get the rest of the story. And if you already have gas heat, Comfort Specialists will give you the same timely and courteous service our oil customers are used to, any time of the day or night.

Thanks for being so smart.

Mickey

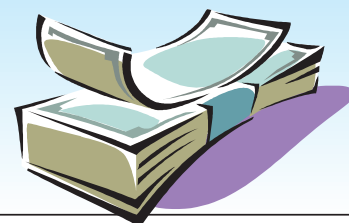
Need help this winter season?

With the rising costs of just about everything, we understand that you might be in need of financial assistance. If you qualify, the federal Home Energy Assistance Program (HEAP) can help you. Grants are available to help low-income customers pay their energy bills. Seniors are eligible for the program if they have a maximum monthly income of \$1,876, or \$2,455, if two seniors contribute to it. The maximum HEAP benefit is \$540.00.

The department also offers a Weatherization Referral and Packaging Program, or WRAP, which helps low-income seniors obtain energy-efficient boilers, windows and doors. They also have a program called Senior Assistance for Fuel Emergencies or SAFE for seniors who are struggling with high heating bills, but are not eligible for HEAP or WRAP.

You can get more information on these programs by calling:

- Home Energy Assistance Program (HEAP) Nassau 516-227-7386
- Home Energy Assistance Program (HEAP) Queens 718-471-3702
- Education and Assistance Corporation (EAC; administers HEAP) 516-565-4327
- Social Services in Nassau County 516-565-4327
- Social Services in Suffolk County 631-853-8825



Each year I hear, "This always happens at the worst possible time!"

Holidays create feelings of excitement and anxiety at the same time. Family and friends come to visit, and we all want to be prepared for those special days. Few of us have the patience for anything that might go wrong. But then, just when we least expect it, the house starts to get cold, or the water going down the drain slows to a crawl, or your guest (the one in the shower) runs out of hot water.

But there's no need to panic. All you

have to do is pick up the phone and call us at Oil Services, Inc. for any oil-heat problems, or at Comfort Specialist, Inc. for any gas-heating or plumbing issues. Your emergency will instantly become our emergency. We stock our trucks with all the parts we need to resolve most any problem, and we'll respond quickly so you can continue your holidays with your loved ones.

We're a family-run company, and all

our employees are family people. We understand how significant the holidays are and we're always there to help.

I hope that your holidays will go over without a hitch, but if you call us with a problem, just say, "This always happens at the worst possible time!" We will take it from there.

All the best, from our family to yours.

-Jerry Viola,

Master Plumber since 1991



Yes! Oil heat has been “going green” for years. No other energy source has come close to reducing greenhouse emissions like oil heat has.

Protecting the environment is a prior-

Is Oil Heat a Green Choice?

ity for oil-heat dealers today. We live and work in the same community as you do. Like you, we want the best for our families and for the environment.

Did you know that modern heating oil is 99.9% clean? It's also biodegradable, and it produces greenhouse gas emissions that are similar to natural-gas-burning systems. Modern oil burners release a near-zero level of smoke and combustion discharge. And refining techniques have improved the quality and cleanliness of the oil itself. Emissions are so low that

the Federal Clean Air Act doesn't even regulate them.

Oil heat research is currently being conducted right here on Long Island at Brookhaven National Laboratory. The study (Brookhaven National Laboratory Report #52249) has shown us how modern oil heating equipment has reduced emissions to our environment. Read the report at <http://www.oma-oilheat.org/PDF/airEmissions.pdf>.

Together, we are all trying to help save our earth for future generations.



We love hearing from you!

Dear Comfort Specialists,

Your serviceman, Ray, just left my home after servicing my gas heater. Ray was very polite, patient, efficient, and clearly answered all my questions. Here's to a warm, cozy winter.

Phyllis Uilardi

Dear OSI,

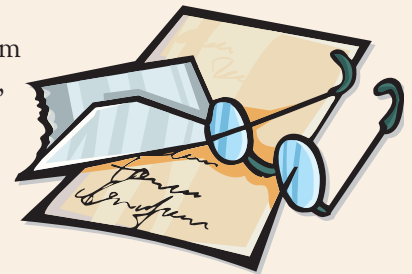
On Tuesday, August 14, I had a 10 o'clock appointment for an annual tune-up. I regret that I did not get the names of the two men that you sent. I wish to tell you that they were professional, and took the time to do a complete job. They explained everything to me. The most important thing to me was that they left the area cleaner than what it was when they started. I am happy to be an OSI customer and I hope that you will relay this message to your men.

*Yours truly,
John Coyne*

Dear OSI,

Thank you for sending Shlomo. We needed major work done on our boiler system and we needed it done quickly and efficiently. Shlomo was quick, efficient, friendly and able to communicate his intentions without missing a beat.

*Sincerely,
Jorge and Doris Aguirre*



We wish you health and happiness during this wonderful season!



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DID YOU KNOW THAT WE INSTALL GENERATORS?

Picture this: it's a Sunday night, the temperature outside is 30 degrees and every house in the neighborhood is dark. That is except yours; you have lights, heat, cold beverages and are watching the football game on TV with your family. You have wisely installed a generator by Comfort Specialists to give you power when and if there is a power outage.

We all know that an ounce of prevention is worth a pound of cure. The damage that can be done to a house that freezes up during a power loss in the winter could be enormous. Sure the insurance would cover some or maybe all of the repairs, however do you want to deal with that? What if the power goes out in the middle of a 90-degree heat wave? You have no air conditioning and spoiled food. In addition, if someone in the house has health issues, possibly a stay at a hotel.

We can install an automatic generator in your home, and size it to your needs. For instance, a 16-KW Carrier generator can handle two, 220-volt circuits, and twelve, 120-volt circuits. That will cover the need of most homes.

There are larger and smaller units. We will be happy to fit you with just the right size generator for your home and/or business. There's no reason to be without power. Call us with your questions; we're here to help.

