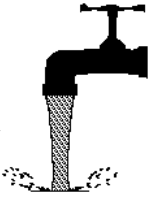




AN INFORMATIONAL NEWSLETTER FOR THE CUSTOMERS OF COTA & COTA

Inside!!
This Year's Cota Security!
Burner Service Review!
Remember when!!

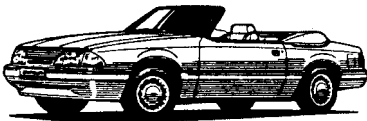
Plumbing Tip...



Lead poisoning in water...
Recently the Environmental Protection Agency has issued an alert about lead contamination in drinking water. Lead was used for water pipe until the 1940's and in solder for domestic pipes until the 80's. Concentrations of lead in drinking water has been linked to retardation in young children.

Plumbing Tips Continued on Back.

Need your car or truck serviced?



For many years we have maintained our fleet of vehicles and with recent expansion of our garage services and diagnostic equipment, you too can benefit from quality mechanical service.

We are an official Vermont inspection station, ASE certified, and can perform most of the mechanical needs your vehicle might require, from brake work, tune-ups, exhaust work to computer diagnostics. We are able to service all domestic and most Pacific imported cars.

The same quality and value you have come to recognize in our other services to you is now available to your vehicles. Call us today for your car maintenance.

Dave Nichols computer analyzing an engine. Visit us at our Vehicle Maintenance Garage on the Island by the Vilas Bridge in Bellows Falls.

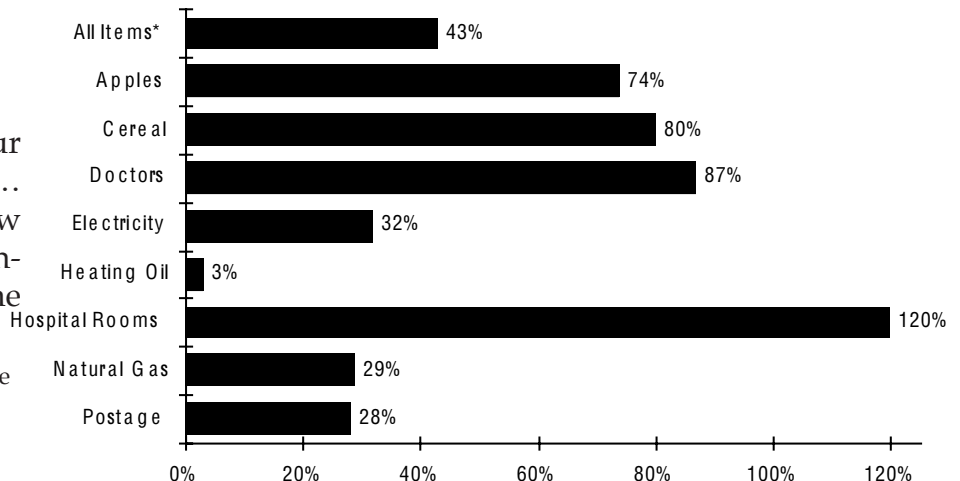
Heating Oil...

Lowest on the Consumer Price Index.

Congratulations to all of our customers for using heating oil... you've won! It's nice to know that in this day and age the consumer can still be the victor in the battle against inflation.

* A measure of overall inflation. The above statistics were compiled by the Bureau of Labor Statistics in their consumer Price Index Detailed Report for the period of December 1981 to January 1991.

Consumer Price Index for the last decade.



Staking Our Name on It?

We receive calls from our customers asking who to call in the middle of the night or on a weekend.

First, call the same number you would call during the regular business hours (let it ring a few more rings). We have a team answering the telephone 24 hours a day with burner service technicians as well as plumbers on call and ready to assist you.

Second, you can always find our phone number on the heating unit. Should you not see this information sticker on your equipment, call us and we will stop by to make sure you have one. We have had a very positive feedback from those of you that have needed a quick reference. Do not hesitate in calling us. If you need to talk with a Cota in an emergency, our numbers are in the book. We're there to assist you... *"we're staking our name on it."*

-Hugh, Chris, Sean & Casey Cota

Great Savings to Think About:

As we have done in the past, we offer our customers either our Cota Security, or Cota Gold Budget Programs. Now is the time to consider next year's plans with us.

Cota Security

Cota Security allows you to purchase your yearly home heating oil supply at a pre-determined price. Many of you have used this tool to secure the best value for your home heating comfort.

Cota Security is a one time purchase for your fuel for the up-coming heating season. To qualify you must be on automatic delivery, with our Cota Care Service Plan and begin the program with no balance. The **Cota Security** payment is due before August 1st.

We can't predict the service or plumbing that might occur. This means that all **non-Cota Security** items are due within thirty days.

Sign up for **Cota Security** by July 31st. Call or stop by and we'll set up your payment amount. If you cannot get out, call us and we'll stop by at your convenience.

Cota Gold Budget

Our **Cota Gold Budget** program guarantees that your home heating oil costs will not go above a specified price for the budget year while being on automatic delivery.

The **Cota Gold Budget** is a 10 month plan beginning on August 1st. To qualify you must be on automatic delivery, with our Cota Care Service Plan and begin the program with no balance. Payments are due by the tenth of the month to secure your place on the **Cota Gold Budget**.

We can't predict the service or plumbing that might occur and as a result we have no way of budgeting it. This means that all **non-Cota Gold Budget** items are due within thirty days.

Sign up for the **Cota Gold Budget** by July 31st. Call or stop by and we'll set up your payment amount.

Sign Me Up!

Just Call our office at any one of our numbers below or send this back in the mail, and we'll take care of your needs right away! Just Check Below.

Cota Security

Cota Gold Budget

Bellows Falls Offices

4 Green St.

Bellows Falls, VT 05101

(802) 463-4150

New Hampshire

Phone

No. Walpole, NH

(603) 445-5050

Springfield Office

Rt. 106, P. O. Box # 1

No. Springfield, VT 05150

(802) 886-3200

Ludlow Office

6 Andover St.

Ludlow, VT 05149

(802) 228-8866

The Energy Corner

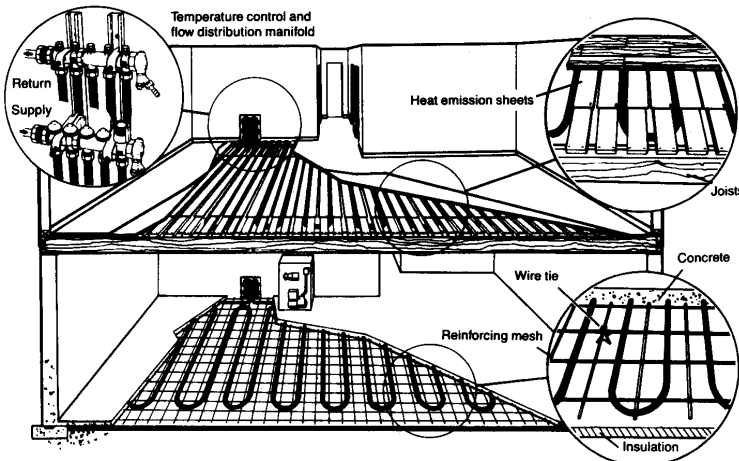
Hydronic Radiant Heating

This form of heat draws more blank stares from homeowners, builders, and plumbers than any other type of heat. This newly popular type of heat, while the most comfortable, is also one of the oldest types of heat.

There are 3 types of heat; conductive, convective, and radiant. Conductive heat is the heat that is directly transferred. This is what you feel when you put your hand on a hot pan and get burned. Convective heat is heat that is transferred through air. This is the warmth you feel from a hair blow-dryer blowing at you, or a hot air furnace warming your home. Radiant heat is the heat you feel directly from the sun. Radiant heat is transferred directly. It does not heat air as much, as it heats objects.

Radiant heat was used by the Romans 2000 years ago to heat the stone and concrete floors of their villas. In the 1950's hydronic radiant heat was first popular. It consisted of hot water pumped through copper coils embedded in a sand layer under a concrete slab. This heat would radiate up and heat the home. Unfortunately the expansion and contraction of the copper in sand wore out most systems.

In Europe in the late 1960's hydronic radiant heat in



plastic pipe had become popular. These systems were refined, and this type of heat was reintroduced to the United States in the early 80's. Cota & Cota was one of the first companies in the twin state region to install this type of heat at that time.

Most applications these days occur in new construction, with a few retrofit installations in wooden frames. The most common application is to embed the piping in a concrete slab with insulation under the concrete. The second most popular method is to embed the piping on wood construction in a light weight concrete or gypcrete material about 1-3/4 inches thick. The third method is to build the piping into the wood floor with aluminum sheets to distribute the heat evenly.

With radiant heat, all your floors are warm, with no visible heating units against the wall. Because your feet are warm, and air heated less, radiant heat uses much less energy in a home. Radiant systems can often use 1/2 the energy of a standard heating system. Enjoy the luxury of modern radiant heat.

Clean Energy

Ever wonder where we would be without modern energy technologies? Jonathan Osgood, director of the New Hampshire's Governor's Office of Energy and Community Services did. Here is his article:

"Without oil, natural gas and nuclear power for either direct combustion or electrical generation, air and water pollution problems would be much worse than they are today. How's that for a controversial opening?

Recently, I have observed a trend to equate energy use with damage to the environment. More and more often energy is pictured as the enemy of the environment when it actually is the complement of our clean environment.

Imagine for a moment how your exposure to pollutants would be different without modern energy supplies. Consider life only 100 years ago. For instance, you would be reading this by the light of a kerosene lamp or, if you lived in the city and were lucky, a gas lamp.

The gas would have been made by a coal gas plant in your neighborhood which partially burned coal to produce coke and coal gas (not a clean process!) Both kinds of lamps would have produced fumes and CO and other air contaminants right inside your home.

You would be dependent upon wood or coal to heat your home. How much of New Hampshire's forests do you suppose would be untouched? Remember, as early as two centuries ago, New Hampshire was 80% cleared land. Today, all but 13% of our land is covered by forest. Consider what the air quality effects of all those wood and coal fires might be both inside and outside the house.

How about water and septic systems? Without the large scale energy resources available today, major city and town water systems would be rare and sewage treatment would be nonexistent. The river would be our disposal system.

Now think about transportation. A century ago, we had coal-burning trains, belching smoke and steam. Other than the bicycle, there were no personal transportation options to the animal, which creates significant solid waste problems (said that delicately, didn't I). When it rained, the waste leached down the road into the rivers and streams. Gross!

The point of this discussion is to make you aware that energy is not an enemy of the environment. Quite the contrary, large scale availability of clean energy has allowed us to reduce the size of environmental problems.

Today, we can seriously talk of controlling and evenly eliminating most of the the treats from the environment. These include not only air and water pollution from fossil fuels, but also the effects of cold and hot weather, contamination of food and drink, and many killing and crippling diseases. We are even able to limit the effects of natural disasters like floods and storms.

Of course, using small amounts of energy today means reduced emissions, but the next time tells you that the environment is being destroyed by our use of energy, remind them of how bad things would be without our clean, abundant and economical energy resources."

A Cota & Cota Profile:

Bob Arbuckle

A licensed Master Plumber by trade, Bob Arbuckle brings to Cota & Cota customers a rare quality of caring. Always more than willing to repair anyone's plumbing, Bob is able to lift your spirit at the same time. Bob seemingly always has a quick smile with a devilish twinkle in his eye.

Bobby Arbuckle with our favorite Normal Rockwell Plumbers!

Married with two grown daughters, Bob is active in his church. He resides in Grafton and has become a fixture (pun intended) there taking care of our plumbing customers.

Respected by his peers and loved by those who know him, Bob is a valuable asset to his family, his community, and to Cota & Cota.

Remember when?

Being in a family business for over 50 years as we have been, you tend to remember some of the "good ol' days" or at least certain aspects of them that come to mind.

Snow banks!!! Boy do I remember snowbanks! Delivering oil meant hurdling snowbanks which were 4 feet high!! Then stomp through 2 feet or more of snow, deliver the home heating oil, then retrace your steps using the same spots. Sometime the crust would hold you - then just as quick - drop you up to your waist.

Before last winter, some of our delivery people found such tales only humorous. I'm glad to see snowbanks again.

-Chris Cota



We Service and Install Air Conditioning!

Cota & Cota can handle any of your **Air Conditioning** needs.

We install and repair central air conditioning equipment. A central air conditioning system enables your home to have total comfort, whatever the temperature might be outdoors. In addition to cooling, central air conditioning systems regulate the humidity of your home, and remove many of the dusts and impurities in the air. We favor central air conditioning systems as they are more efficient, and have less chance of developing leaks.

If your air conditioning system is not working properly, it may just need minor repairs or cleaning to get it operating just like new again. If you think you need a check up, give us a call.

So don't get hot this summer, ...stay cool with Cota & Cota.

Plumbing Tips Continued from Front.

To reduce lead consumption, let your tap water run until you feel the cooler water from the well or street. If you have a lot of lead, you may want to replace some of your piping.

High-rise Toilets...We have mentioned the new low water toilets in our previous newsletter, but what most people ask about are the high-rise toilets.

If you have noticed that getting up or down seems to bother your knees, a high-rise toilet may be a solution. One of our customers recently had a knee replacement. We installed a high-rise toilet (18" off the floor as compared to 14") in her bathroom and she found the extra height (4") enabled her to move more effortlessly. If you would like to try sitting on a high-rise toilet, stop by our showroom. These are becoming a very popular fixture to have in your bathroom.

**Heating Fuels • 24 Hour Plumbing • 24 Hour Burner Service • Heating System Installations • Low Temperature Alarms • Air Conditioning Systems
Plumbing Fixtures • Radiant Heating Systems**



Bellows Falls Offices
4 Green St.
Bellows Falls, VT 05101

New Hampshire
Phone
No. Walpole, NH

Springfield Office
Rt. 106, P. O. Box # 1
No. Springfield, VT 05150

Ludlow Office
6 Andover St.
Ludlow, VT 05149

VISA

(802) 463-4150

(603) 445-5050

(802) 886-3200

(802) 228-8866