

AN INFORMATIONAL NEWSLETTER FOR THE CUSTOMERS OF COTA & COTA

Inside!!

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- and More!

Louie's Retiring

Lou Vaine has announced his retirement, effective October 30. He joined Cota & Cota in 1986, and has served as the company's Credit Manager since that time.

Lou has been an active member of the Bellows Falls community over the years, serving in the Knights of Columbus for 24 years, 20 years with the American Legion, 28 years with the Loyal Order of the Moose, and 36 years in the Elks. He has worked with the local Pee Wee Football Program and the Fall Mountain Baseball League.

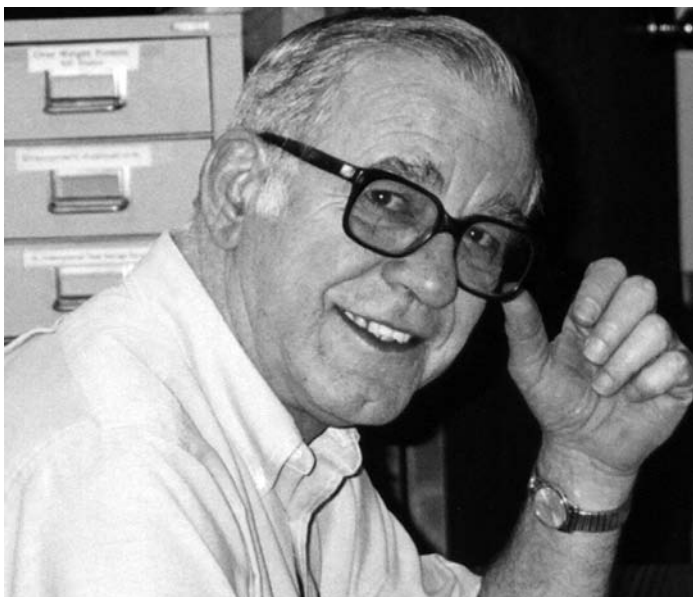
Louie is a tremendous supporter of the local blood drives, giving 13 gallons and 5 pints to date!

A regular fixture in the main office, he is quick with a joke for anyone who will listen, and will be the first to include himself in the joke.

Working in what can be a thankless position, Louie has carried out his responsibilities with compassion and professionalism, pointing the way for assistance for those in need.

The next time you are in the office, peek your head in Louie's door to wish him a "happy retirement," and congratulate him, he became a grandfather this past December!

We wish him life's best, and we'll miss him at the office.



Lou Vaine ... counting the days.



Helping Out Area Schools

This Spring some of our employees spent the greater part of a Friday relocating a chain link fence at Springfield's Union Street School.

The school needed a larger parking area and the children needed a safer play area. Only there was no money available in the budget for the project.

Principal Cheryl Hoffman had read our last newsletter, which featured a story of how our company refurbished the Bellows Falls Elementary School playground, so she contacted Sean Cota.

Rod Miller and Chris Taft who reside in Springfield and Chip a former Springfield resident along with owner Casey Cota and Jim Tully were there to make it all happen.

The company's efforts saved the school over \$2,000.

Earlier this year, Cota & Cota donated and installed a drinking fountain at the Cherry Hill School in Bellows Falls. The only fountain available was in the middle of an area that is used for instruction, causing distractions whenever someone stopped for a drink. Marjorie Adams spoke with Sean about the situation. He took the request seriously and a fountain was installed 2 days later by one of our Master Plumbers, Randy Murray. Randy did a fast, efficient installation with little interruption at the school.



We Get Letters...

June 2, 1998
...I would like to express our appreciation for your hard work and generous contribution.

Your community support is to be commended. The work you have done at Union Street School has helped to ease a long standing problem with parking, and more importantly, the fence serves as a protective barrier for the children's playground area.

Your support is appreciated.
Sincerely, Cheryl A. Hoffman, Principal

January 15, 1998
... You can't imagine the great excitement the gushing of water from a fountain in our building has created.

... The students and staff at Cherry Hill School wish to thank Cota & Cota for their generous donation and commitment to helping quench the needs of our children.

Sincerely,
Marjorie C. Adams, Staff & Students

December 12, 1997
...Your employees have cheerfully helped with plumbing and oil burner situations for all of the years we've been in Springfield.

...I had anticipated a long wait, interrupting my busy pre-Christmas day, and was glad to have it taken care of so fast.

...thank you for your care and service.
Sincerely,
Cindy Heintzman

Quality Propane Service

Cota & Cota offers dependable propane delivery, with the same quality service that you've come to expect with our home heating oil. We offer full installation of propane heating systems, appliances, gas logs and propane water heaters.

If you would like more details on our propane service or would like us to replace your present tanks, just call our local offices. We'll be happy to hear from you.

We will:

- ✓ Remove your existing tanks and contact your present supplier to have them picked up.
- ✓ Conduct a complete safety check of your equipment.



We'd like to reassure all of our customers that we are converting our computer system to be "Year 2000" compliant. The conversion will happen during the first week of August 1998, and will require a system shut down during that week. We want you to know this in advance, as we'll be asking for your patience with questions during this interval.

Great Savings to Think About:

As we have done in the past, we offer our customers either our Security, or Gold Budget Programs. Now is the time to consider next year's plans with us. If you participated in either plan last year, you will have received a personal renewal notice automatically.

Security Program

Our Security program allows you to purchase your yearly home heating fuel supply at a predetermined price. Many of you have used this tool to secure the best value for your home heating comfort.

The Security Program allows you to pre-purchase your fuel for the upcoming heating season. To qualify you must be on automatic delivery and begin the program with no balance. The Security payment is due before August 1st.

Since we can't predict your service or plumbing needs, payment for these non-Security items are due in thirty days.

Sign up for 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.

Gold Budget Program

Our Gold Budget program guarantees that your home heating fuel costs will not go above a specified price for the budget year.

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

Since we can't predict your service or plumbing needs, payment for these non-Gold Budget items are due in thirty days.

Sign up for the Gold Budget now. 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 listed on the back page or mail this back, and we'll take care of your needs right away! Just ✓ Check Below and write down your name or account number from the address on your envelope.

Security Name or Acct #: _____ Gold Budget Name or Acct #: _____

Meet Your Neighbors . . .

We are very proud of the quality people who make our company work. These folks, your neighbors and friends, work as a team to ensure that your needs are met at all times. From time to time, we will be introducing our employees to you in our upcoming newsletters. We hope you get to meet each one personally.



Holly Doyle, Bellows Falls
Holly is the Receptionist at the Main Office. She is the friendly voice who greets you when you call.

Trish Peschl, Rockingham
Trish is our Springfield Branch Manager. Call or stop by our Springfield Office and say hello.



Chris Reeves, Bellows Falls,
Chris is our Propane Service Dispatcher, and works out of the Gay's Fuel Service's (GFS) Office.

Nancy Russell, Charlestown
Nancy from our Gay's Fuel Service's (GFS) Office will assist you with any billing questions, and will direct your call to the right person.



Chris Taft, Springfield
Chris, one of our Burner Service Technicians is ready to help you with any problems with your heating or air conditioning.

Joe Winot, Springfield
Joe is also from our Burner Service Team. He's ready to fix any problems with your heating or air conditioning.



Reminders...

Community Barbecue Grill Available to Charitable Organizations

Our employees have made a barbecue grill that Cota & Cota and Gay's Fuel Service (GFS) have made available to charitable organizations in our community, to use for fund-raising or social events. To reserve the grill, call us at 463-4150 or 463-4227 and we'll confirm the date and availability. We only ask that your organization be safety conscious when using the grill.

Our grill has recently served at these local functions: Bellows Falls Union High School Booster Club, St. Charles Parish, Springfield High School Booster Club, Saxton's River Committee for the 4th of July, Parks Place in Bellows Falls, to name a few.

The grill is reserved for the upcoming Windsor County Agriculture Fair in Springfield, July 25 and 26.

The grill is approximately 4 feet by 5 feet, with three sectional burners for controlling the cooking surface. Mounted on a trailer with a ball hitch, the grill is transported behind a vehicle with a trailer hitch. It can be easily rolled into position and leveled with leveling legs.

Summer B-B-Q's

We'd like to remind our customers that we provide LP tank exchanges or refills for your gas grill.



Exchange/Refill locations are:
Gay's Fuel Service (GFS), 154 Westminster St., Bellows Falls, and Cota & Cota, 6 Andover St., Ludlow, and Rt. 106, No. Springfield.

Preventive Maintenance Time For ...

- Annual cleaning, tuning and efficiency test of your heating system. Don't wait for cold weather to have your burner serviced. Summer time cleanings are to your advantage so you won't be without heat when you need it most. Call now for an appointment.
- Summer vacations - get your vehicle checked out and serviced by our ASE Certified Vehicle Maintenance Technicians.
- Make sure your air conditioning units are running properly for the warm weather.



Important Recall Notice High Temp Plastic Vent (HTPV) for

Gas Furnaces & Boilers

Manufacturers of high temperature plastic vent (HTPV) pipes have joined with the U.S. Consumer Product Safety Commission to announce a recall that will replace an estimated 250,000 HTPV pipe systems attached to propane and natural gas furnaces and boilers in consumer homes. HTPV pipe systems can crack or separate at the joints and leak deadly carbon monoxide into the home.

The faulty HTPV vents are colored gray or black, have the names Plexvent, Plexvent II, or Ultravent stamped on the pipe or labels.

All customers with gas furnaces and boilers should check the vent system to identify if the HTPV vent systems have been recalled. Some methods of installation conceal the vent pipe with a direct makeup air duct (Example: Heatmaker), so inspection must be done by a qualified service technician to identify faulty HTPV vents. Cota & Cota and Gay's Fuel Service (GFS) recommend customers, with propane heating equipment, schedule annual cleaning, tune up and safety inspection by our qualified technicians.

Call any of our offices to schedule inspection of appliances or to have any questions answered regarding the recall.

Your safety is very important to us.

What's in a Gallon of Heating Oil?

If you answer 138,600 BTU/HR you are technically correct, however, with each gallon of oil you receive from Cota & Cota, and Gay's Fuel Service (GFS) you also receive:

- 57 years of commitment to value and dependability
- 24 hour on-call burner service
- 24 hour on-call plumbing service
- Professionally trained service technicians who know your home and care enough to give you good value
- An answer to your questions ... promptly
- A local company committed to the community in which we live, work and play
- Employees who take pride in their work

"You can depend on us, we're staking our name on it."

Sean, Casey, and Chris Cota

Lesson of the Month

You can learn an awful lot of things from your dog. To love children, to size up an enemy, to drink plenty of water, to be a dependable and true friend, to express pleasure when treated well, to guard faithfully the interest of those who care for you and to be faithful until death.

-Thanks to Bill Dunkinson

The Cota Chronicle... A Newsletter for the Customers of Cota & Cota



Heating Fuels • Propane Gas Service • 24 Hour Plumbing • 24 Hour Burner Service • Heating System Installations • Motor Fuels • Low Temperature Alarms • Air Conditioning Systems Plumbing Fixtures



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

Charlestown
(603) 826-3911
North Walpole

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

Ludlow Office
6 Andover St.
Ludlow, VT 05149



(802) 463-4150

(603) 445-5050

(802) 886-3200

(802) 228-8866

Special Savings Notice!

Forward & Address Correction

Bellows Falls VT 05101
4 Green Street
Cota & Cota, Inc.

