

AN INFORMATIONAL NEWSLETTER FOR THE CUSTOMERS OF COTA & COTA

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## 2nd Millennium Calendars!

Although the new millennium doesn't begin until 2001, we enjoy looking back to the last century for our core community values that Norman Rockwell illustrated so well.

Each December we begin distributing calendars to all our fuel customers. Our delivery drivers will make their best effort to leave each customer a calendar during December and early January. With this calendar we try to express our gratitude for the past year and our best wishes to you for the coming year. Enjoy the new millennium and all it has to offer! Thank you.

## Elves at Work

As many of you know, a change occurs here after Thanksgiving. Santa's Elves appear out of nowhere and transform us. Our display windows come alive with Christmas lights and holiday scenes.

We hope you and your family get a chance to visit each of our offices to see the displays at night when the windows are lit up. They're sure to help put you in the holiday spirit.



## Holiday Gift Idea



Summer has come to an end. The days are getting shorter. There is a nip in the air when you wake up. You can't help but feel the holiday spirit ebbing in -- getting closer each day. You realize there's not much time left before Christmas is here. You begin to make a mental note of what you might want to give each person on your list. There's a part of you that's excited for the challenge to get that perfect gift. Then the other side saying, "what should I give so-n-so? They have everything! I want my gift to be different but useful."

Many people find that gift certificates are the perfect solution. Not only is giving one great, but getting one is great too!

We have gift certificates available year round. You can purchase one at any of our offices. Walk-ins will receive a free ornament with their purchase of a holiday gift certificate.

For your convenience, we accept Master Card or Visa. This way you can buy one over the phone or via email. This works great if you're from out of state and can't stop in, or when you're too busy to shop. We'll personalize the certificate with your own special greeting.

Remember too, your friends, family or neighbors, who are on your list, who don't "have everything". The winter months may weigh them down with the extra expenses of heating their home. Giving them a gift of warmth will be remembered and appreciated.

Don't be shy, ask for a gift certificate for yourself! Make it easy for your family this year, let them know you'd appreciate a gift certificate for heating fuel or propane gas or maybe towards some vehicle maintenance.

Gift recipients must be an account of Cota & Cota or GFS.



## HALL OF FAME

### Ramon Harrington Retires

This past Labor Day marked the 40th continuous year that Ramon Harrington has been an integral member of the Cota & Cota family. During his tenure, our organization has grown considerably. What hasn't changed is the commitment to honesty and good value that so exemplifies the way Ramon has tried to interact with each one of you he has come in contact with.

After 40 years of commitment to quality service and customer satisfaction, Ramon hopes to enjoy retirement. However, he will continue to be available as a part-time heating consultant. Hopefully there will be extra time for Ramon to enjoy the hunting and fishing that he loves so much. He certainly can entertain you with his hunting tales and fishing stories.

Ramon began here in 1959 as our first service technician. He gained experience in the field that eventually grew into the role as Service Manager. During this time he oversaw the burner service department, with an additional role as heating engineer, designing heating systems, air conditioning systems as well as under-floor radiant heat systems. As Ramon shares his history with us, he thoughtfully says, "It's always a good feeling to help someone, and that's what it's all about."



## Familiar Smiles? Retirees from the Cota & GFS Family Team

We wanted you all to know some of our recent hall of fame retirees. As with our current team of your community neighbors, these people have made us what we are today.



*Our Founders  
Ken Cota &  
Helen Cota.*



## In Warm Memory of Friends Departed

In the last year our family team has lost two of our Hall of Fame members. We wanted to make a tribute in their memory, as they have left us with many fond memories.

Richard Long also known as "Dick" or "Tut" retired after 13 years as our dispatcher. Dick helped lead our team with a moral compass that was always true, regardless of the confusion around him. Many of you knew him from his cheery time spent here or in his long time involvement in his Legion Post 37. His respect for everyone has left a lasting impression with all of us.



Jim Beers was our transport driver since his Bucky Rouse days in 1973. Jim always had a cheerful disposition. He was a close friend of



Ken Cota for many decades.

Even in retirement years, Jim still came in to work hauling oil when the winters got busy. His positive attitude and dedication to his position has inspired all of us here to reach those standards he set.



Shirley Byczkowski



Pete Haley



Richard Gay



Janice May  
Bushway Gay



Gib Gay



Robert Gay



Sally MacPhee



Louis Vaine

# 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 heating needs are met at all times. You've probably met a number of our employees either in person or you may have read about them in our previous publications. We want to make sure that you get to know us better. So we couldn't wait to introduce more of our team!

If you haven't met them in person, and you happen to meet them this heating season, you'll know who they are.

Jim Charuhas of Westminster, VT brings years of experience to our propane and burner service department. Jim learned his trade with Gay's Fuel Service and uses his experience to assure our customers that their heating systems will run properly.



Paul Colburn or "P.J." as he is better known, is a recent addition to our service team. His smile and easy going personality is making him a customer favorite. P.J. is ready to take care of our customers oil and propane service needs.



Tom Davis is a long time member of the Cota team. You will find him faithfully delivering fuel during the winter months, and servicing heating systems in the spring and summer. Tom is active in his community as a director for the Bellows Falls Junior League.



Chip Hewitt of Saxtons River, VT is part of our installation team. He assists with upgrades and installing new heating systems, providing more efficient and trouble-free heat for our customers. Chip also helps out with our fuel delivery routes during the cold months of the year.

Mike Relihan has joined Cota & Cota after serving eight years in the U.S. Air Force. He will be part of our burner service team. A native of Bellows Falls, Mike and his family have recently settled in Springfield. He is another great addition to our team and to the community. Please join us in welcoming him.



Fred Waryas of Bellows Falls, VT wears several hats for Cota & Cota. You may see him delivering fuel or propane during the cold weather. When he's not driving, he's helping with plumbing, installations, and service. Fred is a Bellows Falls sports legend. The Rutland Herald recently named him one of the 50 greatest athletes in Vermont history!

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"It's not true that nice guys finish last. Nice guys are the winner before the game even starts."

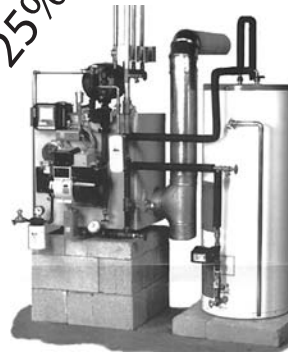
- Addison Walker

## Save Energy & Be more Comfortable with a Modern Heating System

If your present heating system is 25 to 30 years old, research has shown that a new heating system can save you up to 40% of your heating costs annually.

Although your home may be warm with your present system, the savings are worth looking into!

Save 25% to 40%



## Affordable Financing

for Home Heating Improvements

Why put off improving or replacing your heating system if financing is available?

Are you looking to upgrade or install a new heating system, water heater, or space heaters, but you don't have the cash? Call us at (802) 463-4150 for details!

First we'll send one of our qualified technicians to assess your heating requirements. We will provide a free estimate and may propose several options.

Once you've accepted the proposal, then you're ready to go on to the next step, FINANCING.

There are several financing opportunities available to you. Bill Smith, our Credit Manager at

the Green Street office will sit down with you and fill out a credit application. If necessary, he can visit you at your home.

Let the new heating system pay for the cost of financing with reduced energy costs.



## VENT FREE OR VENTED GAS APPLIANCES

For many years gas appliance manufacturers have designed and produced gas equipment that has been called vent free. What this means is that the components of combustion of the gas are not vented outside the living area but, instead, vent into the living space. With the traditional BTU requirements of a kitchen range this has not been a problem. All higher BTU units which are vent free have a built in oxygen depletion sensor. This sensor shuts the gas off if the oxygen in the room has been consumed by the appliance. The real problem with vent free appliances is not the oxygen sensors, which are reliable, but with the other combustion components which are not vented to the outside. Water vapor is a large component in an enclosed location and high humidity problems often occur.



As air from the room mixes with other chemicals which are burned in the process, venting directly into the room, chemical reactions occur which often cause uncomfortable smells and headaches. A major component of propane gas combustion is carbon monoxide, if the unit is out of adjustment.

For the above reasons we, as a company, have decided that we will not sell vent free heating appliances which would be installed in areas where people reside. In cases where ventilation is not an issue, such as outside work areas, vent free units work fine and are a better application. Should you choose to purchase a vent free heating stove or fireplace, and request that we install it, we will do so. However, we want you to be aware that there are some design problems with these appliances and, if you experience problems of the nature outlined above, you will need to bring them up with the manufacturer. We feel that it is both healthier and safer when installing any appliance which burns fuel to have it vent outside.

### Give A Gift of Yourself

Make time to do something special for others. Open a door for someone, care for a child while someone shops, send a letter to a friend, smile, be courteous. At Cota & Cota we pledge our continued best effort on your behalf. We've found that communication is most important, and, if you experience problems of the nature outlined above, you will need to bring them up with the manufacturer. We feel that it is both healthier and safer when installing any appliance which burns fuel to have it vent outside.

Season's Greetings,  
The Cota & Cota Team

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

**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	Charlestown	Springfield Office	Ludlow Office	
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Forward & Address Correction  
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Cota & Cota, Inc.

