

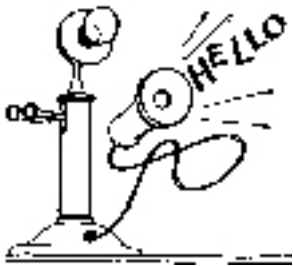
Cota Chronicle

VOLUME 11
NUMBER 1

AN INFORMATIONAL NEWSLETTER FOR THE CUSTOMERS OF COTA & COTA

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At Cota and Cota, there is a real person answering the phone and responding to your call. Most of the time your first contact with us will be with Holly, Lou, Jim, Nancy, Trish, Chris or Bill.

In today's fast paced, automated world, when you call a business, quite often you have to wade through an automated voice system. Instructing you to push 1 for this, or 2 for that, and so on. Once connected, you may find you have to leave a voice message and then wait for a return call.

Our people enjoy talking with you. They want to make your experience with us a pleasant one. If they don't have an answer for you, they'll direct your call to a member of our team who does. You'll get an answer almost immediately.

Below are the faces behind the voices that greet you daily.



Front row left to right. Jim Rumrill of our Ludlow Office, Holly Doyle at Green Street, Trish Peschl in N. Springfield, Nancy Russell greeting you at Westminster Street. In the back row are, Bill Smith, Lou Tomberg and Chris Reeve all from our Green Street Office.



Ida Brown of Springfield, receives 200 gallons of free fuel. Mrs. Brown was the winner of our "Strike Out Winter" game at the River Valley Home & Leisure Show in April. With her are Sean Cota and Trish Peschl.

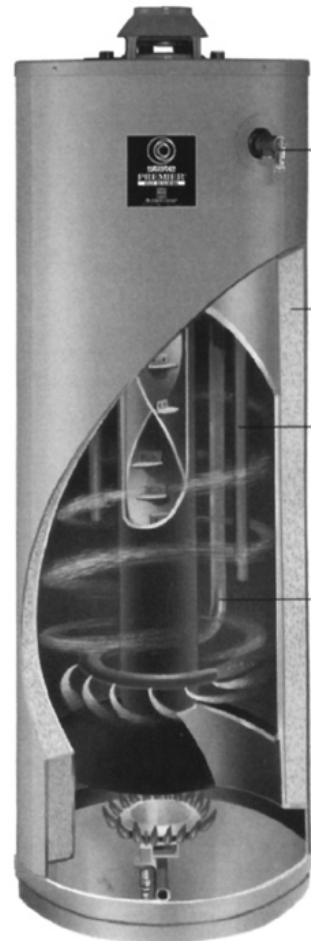
ter's electric bills! Crazy, high charges each month! For many, those high prices are due to your electric water heater (some with monthly rental charges as well!). Before next winter's charges start to hit you again, you might want to consider an alternative source for hot water. If you have a boiler, one alternative is to install a hot water maker on the boiler. Or, perhaps a propane gas water heater would work for you.

If you require high volumes of hot water, then an oil fired water heater may be appropriate.

Whatever your choice, you will save considerably on your electric costs by moving away from electric water heating.

Electric vs. Propane Water Heaters

Do you have an electric water heater in your home? Are you aware that the cost of running that water heater makes up the bulk of your monthly electric bill? Do you know that you can experience substantial savings by replacing that water heater with a propane water heater? For more information on water heaters call and ask for Chris, Jack or Ramon.



Cost of Electricity High?

We have been hearing many horror stories about this win-

Serving The Community



B-B-Q Grill

As part of our community outreach we continue to make our gas fired grill available to charitable organizations. We ask that you make your reservation early so that we can make sure the grill will be available to you.

To those who have not seen the grill, it has a 4' x 5' cooking surface for burgers, hot dogs, chicken, steak or whatever your organization wants to cook. It comes complete with propane gas.

Listed below are a few of the various organizations who reserved the grill last year and enjoyed a successful event.

•Agricultural Fair in Springfield•Bellows Falls Booster Club•Bellows Falls Chamber Cook Outs•N. Charlestown Bible Study Group•Christ's Church Real Men Can Cook Committee•Saxtons River 4th of July Committee•Vermont Apple Fest in Springfield•Westminster Snowmobile Club•and the YMCA•

Call 463-4150 to make your reservation now.

In addition to the availability of our gas grill, we're involved in the schools, churches, and local Rotary Clubs. Our involvement varies from volunteering our time and resources to monetary donations.

Some of our recipients in random order include : United Way of Southern Windsor County, the Bellows Falls, Ludlow and Springfield Chambers of Commerce, Rockingham Area Community Land Trust, New England Kurn Hattin Homes, Inc., Rockingham Old Home Days, Main Street Arts, Springfield Hospital Foundation, Parks Place, Falls Playschool, YMCA, North Spring Waldorf School, Bellows Falls Union High Football, Fred Riendeau Benefit Jamboree, Miss Vermont Sr., National Teenager, Springfield On the Move, Project Graduation, Springfield Area Swim Team, Rockingham Swim Team, Chester Lions Club, Saxtons River Historical Society, Reading P.T.O.R., Connecticut Valley A.A.U. Basketball League, Connecticut Valley Pee Wee Football League, Upward Bound Program, Apple Blossom Cotillion, Drewsville Head Start Raffle, Susan French's participation in the U.S. Ambassador Field Hockey Team, Bill Weston Benefit Jamboree, Quota International of Springfield, the Bishop's Fund, SEVCA, and the Down Town Community Reinvestment Committee.

Do you know someone who suffers from ...

"Utilityphobia"?

"Utilityphobia" is our made up phrase to best describe the sense of hopelessness that can grip a homeowner when facing the giant bureaucracy of a gas or electric utility company.

It's manifested in the loss of identity associated with being just an account number. The problem is compounded when the homeowner realizes there's no place else to turn.

Season Specials

Toyostove Kerosene Heater \$573

Great solution for small space heating needs. This unit burns kerosene (15,000 BTU's). Perfect supplemental heat for a spare room.

Beckett AFII Burner \$243

The Becket burner incorporates the latest in heating technology and delivers the high performance demanded by today's heating systems. Built with quality and designed for dependability.

Bradford White Atmospheric Water Heater with no installation \$257 or Installed for \$514

Installation price is based on applications where existing vent and/or chimney can be used (new chimney thimble not included where required). Also included in the installation is a maximum 50' of new gas distribution line.

Cozy Wall Furnace \$338

Features cast iron slotted port burner, standing pilot, automatic pilot safety shut off, multivolt wall thermostat, factory installed gas regulator and vent assembly (15,000 BTU's).

Rinnai Panel Heater \$169

An economical, cost efficient answer to your heating needs. Keep your favorite room warm and cozy without the cost of heating your entire home with your central furnace (10,000 BTU's).

Rinnai Direct Vent Heater \$709

Model RHFE 551 heater combines contemporary style with exceptional heating features. Warm air is forced out at floor level, heating hard to heat areas (17,000 BTU's).

Gas Range Reg. ~~\$337~~ Special \$285

Requires no electricity. Modular design. Upswept top, porcelain finish, easy to clean. Available in Almond, Black or White.

Gas Dryer Reg. \$388 Special \$328

Dry your clothes economically with gas vs. electricity. Three drying cycles, 3.4 cu. ft. drum capacity, easy-open side-swing door, and an on/off end-of-cycle signal.

For more information on these specials, call us at 463-4150

We have a cure for this phobia! Our home heating customers can turn to us. We're a local, independent, heating oil company that does its utmost to offer personalized service and professional attention to every customer.

We welcome your referrals to our company for heating fuel delivery, service and satisfaction.



Meet the folks who deliver and service your propane needs. In the first row are Chris Taft, Wayne Palmer and Steve Whiton. In the back are Hiram Knapp and Kevin Lawrence. Chris, Hiram and Wayne are certified service technicians. Kevin and Steve deliver propane to our Vermont and New Hampshire customers.

Propane Delivery & Service

Our Cota Chronicle newsletter is automatically mailed to all our customers. You already know us for the services we have provided to you. We also deliver propane and provide service for propane appliances.

Are you frustrated with having to deal with a big multinational company with headquarters half a continent away? Since you already know us, wouldn't it be easier to have a local contact for your propane needs as well?

Our propane service department is CETP certified to bring you the highest level of service possible. Our stable propane pricing takes the worry out of having to double-check each delivery (big multinational companies tend to change pricing regularly).

Call us today for your propane needs. We offer free safety reviews of your propane appliances.

Tech Tips...

Annual Cleaning and Servicing of your Heating System

Your heating system should be serviced annually to keep it performing at its highest efficiency. We've found that an annual cleaning and servicing can result in up to 18% savings on your yearly heating costs.

When should this be done?

Anytime between now and fall is a good time to have this service done. Since the winter is now behind us, having your heating system serviced sooner will remove the worry of forgetting about it in the fall.

How do I schedule this work?

In most cases we will contact you to set a date and time to service your heating system. If you have a specific weekday in mind, call us and we'll set up the appointment.

Comfort Care Plan

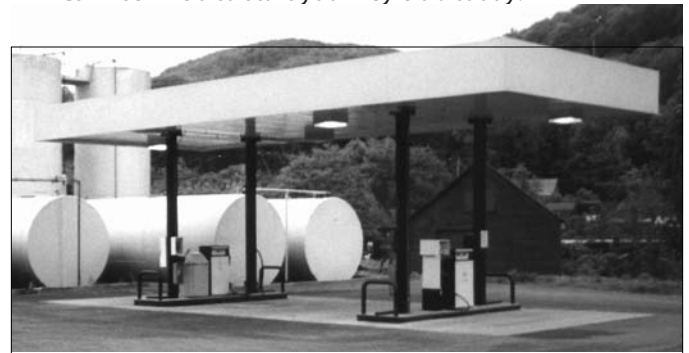
Most of our customers have Comfort Care coverage, which means labor for the cleaning and servicing is done at no charge. Our Comfort Care Plan also provides free labor for most service calls during the year. Please refer to our Service Policy for more details.

Key Club

Purchase 89 Octane gasoline priced less than area gas stations. Available 24 hours a day, seven days a week! Our key club customers have been able to save on their gasoline costs all winter. 89 Octane is the mid-grade level of gasoline and gives your engine that extra octane performance. You have your own key, and personal ID number for access to gasoline whenever you want it.

Likewise, should you need diesel product for your vehicles, your diesel key would give you our top-rated diesel product 24 hours a day. For our customers who are required to keep records for state and federal reports, we can provide you with a detailed report for individual vehicles with corresponding mileage information. Avoid the hassle of record keeping with small receipts, we can provide one report for any time-frame you need.

Call 463-4150 to start your key club today!



Garage Maintenance Team

What can be worse than car troubles? We expect to go out in the morning, turn our vehicle on and go. Period. Nothing can be more frustrating than a mechanical failure to disrupt our busy schedules.

Is there a competent, experienced mechanic shop where you can go when your vehicle disrupts your day?

Yes, there is! Cota & Cota has a staff of certified auto and truck mechanics that will get your vehicle operating at its optimum performance quickly.

As a special service for our customers who are Senior Citizens (62 and up) we can arrange to pick up your car at your home and return it when the work is completed.



From auto inspections to automatic transmissions, we can satisfy your vehicle needs.

Call us at 463-9149 to schedule a spring tune-up, or safety inspection. Ask for Dave!



Jim (Milky) Milko, Frank McLaughlin, Dave Nichols and Mike Fletcher

Season's Tid Bit

If you have March during January, you will have January during March. Is this an old saying or is it closer to the truth than we realize? Another crazy weather pattern has changed our winter season again. January started out cold over New Year's weekend, but by the end of the month we were seeing a milder weather pattern. March was abnormally cold.

Two years ago they called it El Nino, this year La Nina — maybe next year they should call it No! No!

Y2K Issues

The Y2K topic has made headlines recently and we will certainly be hearing more about it as we approach January 1 of the year 2000. The Y2K problem is described as a software glitch in many computer programs where the computer will not differentiate between the year 2000 and 1900.

We've had many inquiries about propane generators and propane space heaters (many folks are concerned that big electric utility suppliers may not be able to supply power because of the glitch). We have a variety of heaters available and will gladly send you information on their operation.

Hopefully, the Y2K problem is more hype than reality and we will not be affected. But one never knows.

their yearly supply of heating fuel in advance of the upcoming heating season through a security contract.

Is this a good idea?

Historically it has been a very good idea. The security contract protects you from price increases caused by market upswings due to many factors. It also secures your yearly cost factors ahead of the winter months so that you don't have to worry.

Should I participate?

For the reasons above, this may be the right program for you. Remember, Security pricing is for heating oil, kerosene or propane only. Any parts, material, or labor for service will be billed to you by invoice with payment due within thirty (30) days of billing.

We also offer a Budget Plan!

Thank you!!

We appreciate the fine association we have had with you since 1941 when our grandparents established Cota & Cota. We take our stewardship seriously. We strive to give every one of you good value. We give back to our local communities through our donation of time, talents and contributions. The bottom line is, we try to be good neighbors and good friends. We appreciate your confidence in us. Have a great summer!

Security Prebuy Program

For the past few years, many customers have purchased

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
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

Forward & Address Correction

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

