

# Cota Chronicle

VOLUME 13  
NUMBER 2

**AN INFORMATIONAL NEWSLETTER FOR THE CUSTOMERS OF  
COTA & COTA AND GAY'S FUEL SERVICE**

## 60 Years of Quality, Efficiency and Service



Founded in 1941 by Ken and Helen Cota, we are entering our 60th year of service in the home heating business. We bring the wisdom of three generations to every job we do. We put the experience of the ages to work for you. Above photo shows a replica of our original delivery truck with Sean, Chris, and Casey Cota. We pledge our continued best efforts on your behalf. From all of us at Cota & Cota, thank you for your business.

### Peace & Joy!

As we enter this holiday season, our family extends best wishes to your family for Peace and Joy. With the events of September 11 in everyone's thoughts, we are proud of the resolve shown by our fellow Americans. We will collectively be a stronger country. Our best attributes will show the world how good we are. In light of these events, we are all strengthened by the support of friends and family. In these times, we need to work together.

We at Cota & Cota pledge our continued best effort on your behalf. We have found that communication is most important. That is why we try to respond to your concerns as quickly as possible. It is also why we are quick to ask for your thoughts. It means that we care about you, about our obligation to you, and about the community in which we live together. If we can ever answer your questions, or lighten your worries, do not hesitate to contact us. May the New Year bring us all peace and prosperity.



### Spotlight on Heroes Around Us

Cota & Cota recently donated 100 gallons of heating fuel to the 45th Annual Christ's Church Women's Bazaar held November 10th. The fuel was raffled off to benefit the bazaar with the lucky winners being Joel and Arnice Long.

Joel and Arnice are not just winners, they are heroes as well! Recognizing a local family with serious health problems which require the wife to stay home administering care to her dying husband -- Joel and Arnice asked to have the fuel delivered to this family as a "gift of Warmth".

Joel and Arnice --- we salute you! We know that like most heroes, you would prefer to remain anonymous with your acts of kindness, but we recognize that such acts encourage the rest of us to live up to our potential for kindness. Thank you for your inspiration.



# Propane Gas Services

## Complete Propane Gas Bulk Deliveries

We sell and service propane gas for Cooking, Drying, Water Heating, Central Heating Systems, and more.

## Gas Water Heaters

We offer a variety of Propane Gas Water Heaters. Converting from electric to gas can save 50% of your water heating costs. We also offer Oil Fired water heaters which operate at 25% of the cost of electric water heaters.

## Gas Grill 20 lb. Cylinder Refills

We offer a quick cylinder exchange for your gas grill tank. Exchange locations are: **4 Green Street**, Bellows Falls, VT, **Ludlow Office**: 7 Main Street, Ludlow, VT, and **Springfield Office**: 65 Route 106, No. Springfield, VT.

## Efficient Propane Gas Furnaces, Boilers, & Space Heaters

We install a variety of efficient central heating systems for furnaces and boilers. These systems are highly efficient and provide years of trouble free service. We also install a number of small direct vent propane gas heaters which are ideal for areas hard to heat with central heating systems.

• Bradford White • Rinnai • Crosley • Vermont Castings  
• Empire • ThermoPride • Peerless • Majestic • Martin

## Propane Gas Fireplace Logs

These beautiful logs are efficient, convenient, and look identical to real wood log fires, all without the mess and inconvenience.

## Complete Plumbing



Our highly trained Master Plumbers are experts in the plumbing field. From baths and spas to kitchen faucets and water filter systems, including septic systems, our plumbers are ready for the job. As a regular heating oil customer, you are entitled to call on us 24 hours a day, every day.

Emergency calls for plumbing are available 24 hours a day, including weekends (for regular heating oil and propane gas customers only).

Service rates are as listed in the Service Policy Brochure under hourly care or commercial rate listings.

## Next Winter I'll...

Remember during the coldest weather how you said "next time" or "next winter I'll." The key is to plan ahead. Sure, last winter was extra cold but here are some tips that might help!

### Fall Check List:

1. Check to make sure all heat tapes are in working order.
2. Insulate around the foundations to protect them from the cold wind.
3. If you have a wood stove or fireplace, do not use it when the temperature gets below 10° F! Although it may be warm near the stove and the thermostat, your system will think there is plenty of heat everywhere in the house. This is the biggest cause of pipes freezing.

4. If you have a weekend house, shut the main water valve off when you leave. Should a split occur, very little water will escape to damage ceilings, etc.

5. Install a monitoring alarm (Scul-Tel) to watch your home while you are away.

6. Try not to plow areas over water pipes or septic lines... the frost might freeze deeper.

7. Make sure there is caulk around storm windows and doors as there is high heat loss there. If you have aluminum storms, make sure that they are completely shut.

8. If you feel a draft in your home, check out where it's coming from right away and fix it.

9. Make sure your heating unit has been cleaned and thoroughly checked so it is ready for winter.

10. Have plenty of salt and sand stored to keep your walkway and steps safe.

## Real Winter Olympics

Cota employees were medal winners of the real Winter Olympics. Last winter, our employees were putting forth Olympian efforts to keep all of our customers warm and comfortable despite the deep snow and severe cold.

Whether it was hurdling snow banks and snow drifts, we got to your fill pipe. Or if it was thawing frozen water pipes, our customers had the attention and commitment from our people who performed as champions. In a world where commitment is often stated but rarely exercised, we are proud of our employees and their efforts to serve.



Chip Hewitt takes the Gold medal in Snow Bank Hurdling!

## Give a Gift of Warmth

This year as the holidays approach, think about giving a gift of warmth. Pick up a gift certificate for heating oil, kerosene, or propane gas for someone. The gift of warmth is a great way to show your holiday spirit.



**Allen Parrott retires from Cota & Cota after 36 Years.**

## Allen Parrott Retires

For over 36 years Allen has been a friendly face to everyone on the kerosene routes. His quiet demeanor and gentle manner have been reassuring to many of our senior citizens. We know, because many of you have told us so. His delivery schedule was like clockwork, arriving in designated areas on each day of the week.

Although Allen seemed quiet, he genuinely appreciated the good conversations he had with so many of you individually. And there was the touch of the devil in Allen as well. He could play a practical joke on his fellow co-workers better than the rest of us.

In light of the recent terrorist attacks on our country, we have all seen many examples of heroes. In our eyes, regular people with random acts of caring, are real heroes. Allen Parrott epitomizes that quality, through his devotion and commitment to his family and his job.

We will miss seeing Allen on a daily basis. However, we know he will be stopping by regularly to check in on us.

Thank you for all your years with us, Allen. You touched more people with your kindness and caring than you could have imagined.

## Interesting Origins of Old Sayings

Here's how some common expressions got their start:

- Pass the Buck - Poker players once used something called a "buck" or button to mark whose turn it was to deal. Later, silver dollars replaced the buttons and were also called bucks. "Passing the buck" meant the poker player forfeited his right to deal.

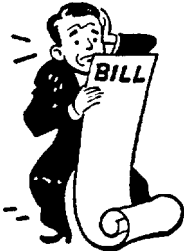


*Happy Holidays!*

- Red Herring - To confuse hounds in a fox hunt so as to prolong a hunt, participants sometimes dragged a red herring across the trail, which is how the phrase came to mean a fake clue.

## Customer Concerns/Worries Our Most Frequently Asked Question

**Why are you deducting the service charges away from my Security credit?**



Your Security pricing is based on annual gallons. As long as you pay for work invoices, your secured gallons are there for you for the contract period.

Your monthly statement shows all transactions to your account for the past month. Any service or plumbing labor and /or parts will show on the monthly statement with a reference to individual work invoices. These invoices have either been mailed to you after the work was completed or may be enclosed with your statement.

We have color-coded the monthly statements red and the work invoices blue. This is our effort to help you quickly and easily identify payable items not covered under your fuel contract.

As stated in your contract, any parts, materials, labor or service required will be billed on individual work invoices (blue printed form) with payment due within thirty (30) days of billing. If payment is not received within the 30 day period, then these charges are deducted from your Security Account.

If you still have questions on these issues, please call our office and we will be happy to go over this in detail.

## Remember the Past



With the horrific events of September 11 we want to reassure all our customers that Cota & Cota will do everything in our power so that you do not have to worry about heating your home this winter.

60 Years ago in May, Cota & Cota began serving its customers with kerosene for their kitchen ranges and space heating. Little did anyone know

that only seven months later, the US would be drawn into a global war with the attack on Pearl Harbor. Our customers were provided with uninterrupted supply and service and the United States prevailed in WWII.

Again, we are in a global conflagration. Cota & Cota still remains dedicated to providing our customers with uninterrupted supply and service. The United States will prevail again.

# Ludlow Branch Office Has Moved!

We have moved from 6 Andover Street to 7 Main Street. We're just across from the Ludlow Family Medicine building.

During the past summer we renovated our new office space.

For those who stop by our Ludlow office you will now find easy access and off-street parking. Our office hours remain the same.

Cota & Cota services the Ludlow area with heating oil, kerosene, and propane gas. We also provide Scul-Tel™ 24 hour low temperature protection to protect your house when no one is there. Simply, the sensor in your home activates a digital telephone call to our 24 hour computer.



**Our Ludlow Branch Office is now located on 7 Main Street.**

This notifies us and we send someone to check your house before freezing occurs.

Jim Rumrill, Branch Manager for Ludlow, looks forward to welcoming you at the new office.

We are commemorating our 60th year with a Cota & Cota coffee mug.

We hope you stop by to say hi and pick up your free mug.



**As we enter this holiday season, we wish you and your family peace and joy.**

*Thank you!*

## The Cota Chronicle... A Newsletter for the Customers of Cota & Cota and Gay's Fuel Service

**Main Office:** 4 Green St. Bellows Falls, VT 05101  
**GFS Office:** 4 Green St. Bellows Falls, VT 05101  
**Ludlow:** 7 Main St. Ludlow, VT 05149  
**Springfield:** 65 Rt. 106, P.O. Box 1, N. Springfield, VT 05150  
**Charlestown, NH** **(603) 826-3911**

**(802) 463-4150 or (888) - COTA-OIL**  
**(802) 463-4150 or (800) 696-0999**  
**(802) 228-8866**  
**(802) 886-3200**  
**North Walpole, NH (603) 445-5050**

		<a href="http://www.cotaoil.com">www.cotaoil.com</a> email: <a href="mailto:info@cotaoil.com">info@cotaoil.com</a> email: <a href="mailto:gfs@cotaoil.com">gfs@cotaoil.com</a>			
--	--	--	--	--	--

**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**

Address Service Requested

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

