

# Cota Chronicle

VOLUME 13  
NUMBER 1

## AN INFORMATIONAL NEWSLETTER FOR THE CUSTOMERS OF COTA & COTA AND GFS

### Whew!!!!

Did we get snow! A "heap" of thanks to all of you who helped shovel out paths to your fill pipes. It was greatly appreciated by our delivery drivers. Not only did we have very high snow banks to contend with -- but snow overhangs posed potential danger as shown in the picture to the right.

Mike Wallace, one of our fuel delivery drivers, told us that a homeowner on his route had dug a tunnel to her fill pipe which Mike could walk through standing up! Great job!!!!

Delivery driver, Tom Davis shared his experience with us also. He told us of a place where he was fairly sure about the location of the fill and vent pipes, so he pulled the hose to that location. When he was next to the house, he suddenly found himself up to his neck in a mysterious hole. The dryer vent had melted the snow underneath to form a cylindrical pocket that snugly fit a grown person. Tom had visions of being stuck until someone came along with a crane to lift him out. Fortunately with some effort he did get out. *A word of caution to those of you with young children.*

We are proud of our delivery drivers. They made every effort to make sure that no one ran out of heating fuel.



With the accumulation of the past two snow storms, our delivery drivers worked extra hard and faced a variety of challenges.

In situations where a driver simply could not make it up a particular driveway, they radioed our office staff, who in turn called those customers and asked them to check their tank levels or to call us back when their driveways were passable. Again, we want to thank you for your efforts during the *blizzard* of 2001!



Blizzard of 2001 - Snowbanks were more than knee deep in some of our delivery locations.

### We Answer the Phone!!



"If you know your party's extension, please enter it in now" ... automated phone systems are frustrating -- if I call someone it's because I want to talk to them, not some machine.

When you call Cota & Cota, there is a real person that answers your call. Often it is Sean, Casey or Chris Cota. Whoever answers, we try to connect you with the appropriate person to answer your question. Don't hesitate to call us, we are here to assist you.

# Oil Heating System Installations

## Highest Quality Equipment Available

You can expect the highest in quality heating systems and technical installation from our installation crew. Heating system upgrades not only save you up to 50% of your heating cost, but they also burn much cleaner for your home and the environment.



The following is a list of some of the quality products we install: • Energy Kinetics System 2000 quiet, high efficiency hot water boilers • Buderus German boilers with European Ecomatic control systems • ThermoPride forced hot air furnaces with life time warranties • Bock oil fired water heaters

## Comfort Care™ Heating Service & Tune-up

### Comfort Care™ Service provides the following:

1. COMPLETE BURNER TUNE-UP, SYSTEM INSPECTION and cleaning of the heating unit. Adjustments are made, as needed, to ensure your maximum economy and environmental protection. Tune-ups are completed during normal business hours Monday through Friday.

2. ALL PARTS will be replaced, as necessary, at the prevailing rates.

3. BURNER SERVICE IS PROVIDED 24 hours per day, for Normal Burner Service at no labor charge.



### SPECIFIC EXCLUSIONS:

Combination wood/coal/oil heating equipment

- Combustion chambers & Heat exchangers
- Congealed Oil Lines
- Electrical Work
- Frozen Pipes
- Fuel Tanks, Piping and Buried Fuel Lines
- Heating System Conversions & Retrofits
- Heating System Modifications &/or Installations
- LPG Distribution Leaks and failures (customer owned)
- LPG Regulators (customer owned)
- Monitor Kerosene Heaters
- Obsolete Burners & Controls
- Off Switches & Blown Fuses
- Oil Tank Cleaning
- Plumbing (Water lines, radiators, radiation, valve replacements, Coil & Coil gasket replacement, etc.)
- Run-outs for nonautomatic delivery
- Tankless Domestic Hot Water Coil Cleaning
- Customer supplied parts.

## 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:** 6 Andover 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.

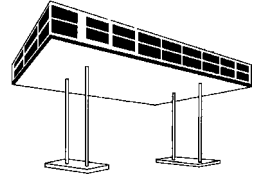
- Bradford White
- Rinnai
- Crosley
- Vermont Castings
- Empire
- ThermoPride
- Peerless
- Majestic
- Martin

### Propane Gas Fireplace Logs

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

## Key Club 24 Hour Gasoline & Diesel Fuel

We offer a special service to our present heating customers. Be a key member of our Cota & Cota Gasoline and Diesel Key Club. Available to you is a high security computer key access system to purchase unleaded gasoline and diesel at your convenience 24 hours a day. Located at our facility on Bridge Street in Bellows Falls, there is a well lit canopy where only members can fill their vehicles with gasoline or diesel. Your personal key identification allows you and you only, personal access. No cash is required and you are billed monthly. For products we dispense winter blended diesel, and 89 Octane mid-grade conventional gasoline for higher performance. You are guaranteed the best value for gasoline products because you are an exclusive member. Efficient record keeping... easy access pumps... all at a great price. Become a **Gasoline or Diesel Key Club Member** today. Call or stop by our office for details.



## Fleet Maintenance Facility



Mechanical work done by ASE certified auto and truck mechanics. Vermont State inspections, lube and oil changes, major vehicle maintenance all available at our Bellows Falls auto and truck repair facility. Available to our regular heating customers only.

## Complete Plumbing

Our highly trained Master Plumbers are experts in the plumbing field. Anything from baths & spas to kitchen faucets & water filter systems to septic systems, our plumbers are available. 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 & propane customers only).

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



## Tip of the Season

Sign up for our Security Program or our Gold Budget fixed price program as soon as they are offered. See "protect yourself" on this page for details.



Downtown Bellows Falls, March 2001.

## OOPS!!

Many years ago (as a young teenager) I went along on a service call with my father, Ken Cota. The homeowner had complained that there wasn't sufficient heat. Dad checked to see if the boiler was working properly, that is, getting up to temperature, and that the circulators were running. When all checked out fine, he surmised another problem, suggesting we look at the radiation.

Being eager to show my "expertise", I removed the baseboard covering and quickly (and loudly) pointed out --- "Here's your problem! The fins on the radiation are very dirty." Well, the look I received from my father after the insulted housewife had reprimanded him that she kept a clean house - is a look I haven't forgotten.

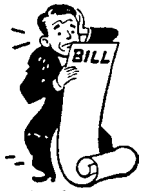
I was correct in my solution, however, my presentation was awkwardly flawed. The point I am trying to make these many years later is that all households can and will collect almost anything ... dust, playing cards, lint, animal hair, and more.

Sometimes new carpeting has been installed which can become curled under the convector or baseboard radiation. Warm air systems have similar problems. The air filters need to be changed or at least checked regularly to maintain optimum performance.

As a courtesy reminder, during your spring or fall cleaning, remove the front panels of your radiation and vacuum this area. Your room will feel warmer next winter! What a good chore for that student to do when they complain they have nothing to do this summer.



## Our Most Frequently Asked Question



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

Your Security pricing is in annual gallons. As long as you pay the 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 to quickly and easily identify payable items not covered under your fuel contract.

As stated in your contract, any parts, material, 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 account.

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

## Protect Yourself



It appears that energy prices will remain in turmoil for this next year. Protect yourself from price fluctuations by considering our Security or Gold Budget fixed price programs.

You can secure your yearly gallons of heating oil, kerosene, or propane gas by pre-buying your product with a Security contract. If you are presently on a Security contract you will receive your new contract automatically. This contract will cover the 2001-2002 heating season. If you do not get your contract by mid June, please call us and we will make sure that you receive one.

You can also lock in your heating oil, kerosene or propane pricing from mid-year increases by being on our Gold Budget payment plan. This plan guarantees a fixed price throughout the winter and you make ten monthly payments. Budget payments begin in June with payments ending in March. If you are presently on our Budget plan, we will mail you your new budget book automatically. If you do not get your booklet by June 10, please call our office.

If you have not taken advantage of either program in the past, now is the time to do so. Call us, and we'll discuss the options that best suit your heating needs.

## Did you ever notice?...

Did you ever notice when you blow in a dog's face he gets mad at you? But when you take him in a car he sticks his head out the window?

# Our 60th Year!!

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.

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.



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

**Main Office:** 4 Green St. Bellows Falls, VT 05101  
**GFS Office:** 4 Green St. Bellows Falls, VT 05101  
**Ludlow:** 6 Andover 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) 463-4227 or (800) 696-0999**  
**(802) 228-8866**  
**(802) 886-3200**  
 North Walpole, NH **(603) 445-5050**



[www.cotaoil.com](http://www.cotaoil.com)  
 email: [info@cotaoil.com](mailto:info@cotaoil.com)  
 email: [gfs@cotaoil.com](mailto:gfs@cotaoil.com)



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

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

