



Cota Chronicle

VOLUME 14
NUMBER 1

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

www.cotaoil.com

We now have our web site available for your use. Log on to www.cotaoil.com to discover who we are, what communities we serve, what products we provide, what services we provide, as well as our recent newsletters.

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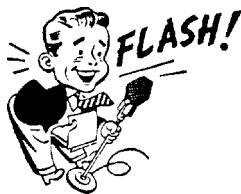
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Service Dispatch
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2002 Service Policy Brochure

Your 2002 Service Policy Brochure is enclosed. Please take some time to review it for additional services and revisions.

The Old Yankee Way

We often talk about doing business the "Old Yankee Way" or living our life the "Old Yankee Way" but what does that mean?

One interpretation is that you respect each other, their property and their opinions. You are able to show courtesy and concern, compassion and caring. It means volunteering within your community. It means watching out for your neighbors. It means opening a door for someone or saying thank you.

Doing business the "Old Yankee Way" means treating our customers as we would want to be treated -- with courtesy and professionalism -- with honesty and good value. It means a friendly voice on the phone, answers to your questions. It means a return phone call. It means that we will take care of your needs so that you do not have to worry.

Cota & Cota is a third generation Vermont family home heating provider in southern Vermont and southwestern New Hampshire. We are proud of our Vermont heritage and the effort we have put forth over 60 years to gain your confidence in us. We are committed to continue our best efforts on your behalf.

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 Plan

Comfort Care™ Service provides the following:

1. Periodic Burner Tune-Up, System Inspection and cleaning of the heating unit as needed. 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.

Please refer to the enclosed Service Policy Brochure. Specific restrictions apply.

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 • 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.

Fleet & Vehicle Maintenance Facility



Mechanical work done by ASE certified auto and truck mechanics. This facility is available to our regular heating customers only. We offer maintenance service such as tune-ups, brakes, shocks, exhaust systems, lube and oil changes, major vehicle maintenance, and Vermont state inspections.

Hats off to our Mechanics - Here's a recent note from one of our satisfied customers:

Dear Dave, We want to thank you so very much for repairing and servicing our Buick Le Sabre so quickly yesterday. We broke down on our way to church on Sunday and were especially upset about not having a car because our Great Grandchild was about to be born. She was born 3:00 A.M. today and because of you we were able to go up to Springfield Hospital and see her and her folks too. Thank you so very much.

Sincerely, The Parkers

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. 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.



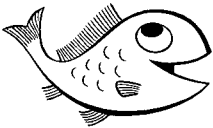
Complete Plumbing

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.





Who Owns The Fish?

Here's a brainteaser, attributed to Albert Einstein, that recently appeared in Inc. magazine:

There are five houses in a row and in five different colors. In each house lives a person from a different country. Each person drinks a certain drink, smokes a certain cigar, and keeps a certain pet. No two people drink the same drink, smoke the same cigar, or keep the same pet.

- The Brit lives in a red house.
- The Swede keeps dogs.
- The Dane drinks tea.
- The green house is on the left of the white house.
- The green house owner drinks coffee.
- The person who smokes Pall Mall rears birds.
- The owner of the yellow house smokes Dunhill.
- The man living in the house right in the center drinks milk.
- The Norwegian lives in the first house.
- The man who smokes Blend lives next to the man who keeps cats.
- The man who keeps horses lives next to the one who smokes Dunhill.
- The man who smokes Bluemaster drinks beer.
- The German smokes Prince.
- The Norwegian lives next to the blue house.
- The man who smokes Blend has a neighbor who drinks water.



Who owns the fish?

For answer: Log onto our web page www.cotaoil.com or call us at (888) COTA-OIL.

Where There's A Will...

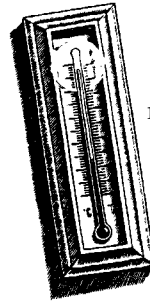
In 1937, the eccentric Daisy Singer Alexander, of the Singer sewing machine family, decided to write her will, stuff it in a bottle and toss it into the Thames River in London.



The will read: "To avoid any confusion, I leave my entire estate to the lucky person who finds this bottle, and to my attorney, Barry Cohen, share and share alike--Daisy Alexander, June 20, 1937."

Almost 12 years later, in March 1949, an unemployed man named Jack Wrump was wandering along a San Francisco beach when he found the bottle. To his credit, he not only opened it and read its contents, he also took it seriously enough to find out if it was real.

It was--Wrump inherited \$6 million up front, and \$80,000 a year income from Alexander's Singer stock.



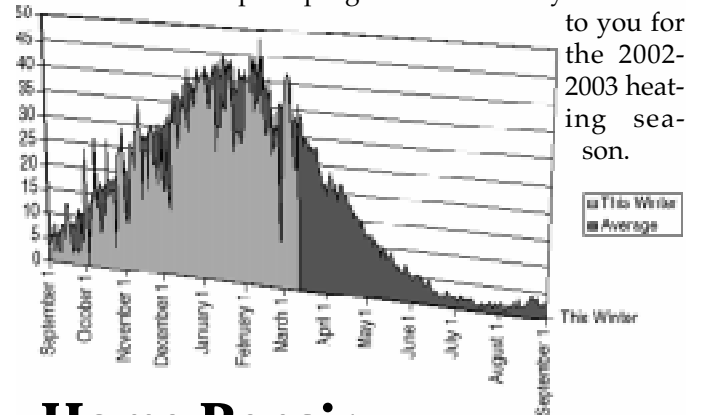
Energy Alert

The 2002-2002 heating season has been noticeably warmer than normal. What next heating season brings is still a question mark.

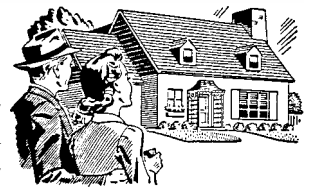
According to the Wall Street Journal, the Organization of Petroleum Exporting Countries, is expected to leave its' output unchanged at its' meeting in Vienna. The expected decision could result in higher oil prices in coming months, a potential risk to a global economy just trying to get back on it's feet.

We worry about what could happen if we get into a military event with Iraq. Last time, crude oil prices went from \$15.06 to \$41.15 per barrel. We are not expecting that kind of move in this circumstance, but it does ut things in perspective.

We continue to feel that our security and budget fixed price programs will be very beneficial

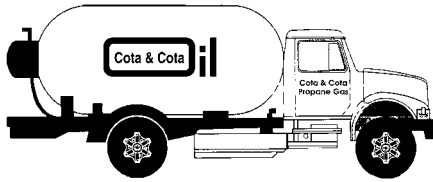


Home Repair Guidelines



- 1) If you can't find a screwdriver, use a knife. If you break off the tip, it's an improved screwdriver.
- 2) Try to work alone. An audience is rarely any help.
- 3) Despite what you may have been told by your mother, praying and cursing are both helpful in home repair... but only if you are working alone.
- 4) Work in the kitchen whenever you can... many fine tools are there, it's warm and dry, and you are close to the refrigerator.
- 5) If it's electronic, get a new one... or consult a twelve-year-old.
- 6) Stay simple minded: Get a new battery; replace the bulb or fuse; see if the tank is empty; try turning it to the "on" switch; or just paint over it.
- 7) Always take credit for miracles. If you dropped the alarm clock while taking it apart and it suddenly starts working, you have healed it.
- 8) Regardless of what people say, kicking, pounding and throwing sometimes do help.
- 9) If something looks level, it is level.
- 10) If at first you don't succeed, redefine success.
- 11) Above all, if what you've done is stupid, but it works, then it isn't stupid.

Did You Know We Deliver Propane Gas?



We deliver more than just fuel oil and kerosene -- we deliver propane gas as well.

You will find it convenient to get all your heating needs taken care of in one phone call. Our propane customers are on automatic delivery so that they never have to worry.

Our propane service technicians are recognized for their CETP training, as well as their quick response time.

Do you have a need for propane gas? Please call us. You will be pleasantly surprised by what we can offer you. Please call today.



Thank you.
We appreciate your business!

OUR HEROES

Even though this past winter did not have the amount of snowfall that we had last year, we appreciate the thoughtfulness of John and Em to think of our drivers. Thank you John and Em Lucy.



Shovel next to fill pipes at John and Emily Lucy's house in Saxtons River.



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) 463-0000 or (888) - COTA-OIL
(802) 463-0000 or (800) 696-0999
(802) 228-8866
(802) 886-3200



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 email: info@cotaoil.com
 email: gfs@cotaoil.com



Cards



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Address Service Requested

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

