

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

Energy Update

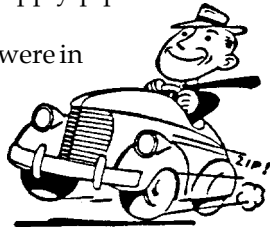
As we look back at this past winter and spring...it becomes obvious why energy prices were so volatile.



- Severe cold weather in January
- An Oil Workers Strike in Venezuela
- Iraq war
- Unrest in Nigeria

All these factors have contributed to not only price increases but to shortages in the supply pipeline as well.

As we predicted, energy costs were in for a wild ride. With very cold weather and the war, energy news is coming to the forefront of the national press.



Recent headlines point to all time highs for natural gas. These prices have been skyrocketing recently. Severe weather throughout the Midwest has put a strain on natural gas supplies. Large electric generating plants which are powered by natural gas have been switching to oil or propane to fuel their needs. This product switching has increased propane and oil prices considerably this year.

What We Have Done . . .

We have commitments from our suppliers so that our customers did not see any supply disruptions. We will continue to monitor the energy situation as it unfolds over the next few weeks and will keep you informed on any major happenings. We will continue to keep our propane storage at maximum capacity ensuring availability to our customers.

What You Can Do . . .

Our customers who signed up for our fixed price Security Contracts and our Fixed Price Gold Budget Plans have been protected through this winter of volatility. If you are not presently utilizing them, perhaps these options would work to your benefit next winter. Customers presently using these programs will automatically be notified for the next heating season renewal.

To protect yourself from price instability next year, consider securing your propane gallons with a *Security* contract. We mail the contracts out beginning late spring to early summer. Many of our heating oil and kerosene customers purchase *Security* contracts for their heating needs. We want to make sure that our propane users also take advantage of our fixed price programs. If you prefer to pay monthly rather than all at once, consider our Gold Budget payment plan for your propane needs. This plan guarantees a fixed price throughout the winter and you make ten monthly payments.

(See back page for details.)

Upper Valley Service

Coming Soon ... Future site of the White River Jct. office located at 8 Barnes Ave., White River Jct., Vermont. Directions: Intersections of I-91, US RT 5 & US RT 14.



Due to unprecedented requests we have received from upper valley homeowners who recognized the need for both prompt and professional service, we are pleased to announce the opening of our new office at 8 Barnes Ave. in White River Jct., Vermont.

Our industry recognized service department is available now to our upper valley customers 24 hours a day, 7 days a week. This coverage is provided for all their heating oil and propane gas service. Call us at 295-0000.

Did You See Us at the Upper Valley Home Show?



These are some of the folks who were at the show. Sean Cota, Bill Otis, Mike Hoffman, Bill Barbarow, Bill Waite, and Casey Cota.

Brain Teaser ... Fred, Ed & Ned

Fred, Ed & Ned head off into town to do their weekly chores.

Fred has to get a pair of shoes re-soled.

Ed has to get duplicates for three keys.

Ned needs two pairs of shoes to be re-soled.



They find a shop that cuts keys and resoles shoes and had two members of staff that were not busy.

The shop advertises:



Keys cut for \$2 only takes five minutes
Shoes resoled \$10 per pair only takes fifteen minutes.

How long do Fred, Ed and Ned have to wait to get their items back finished?

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

What We Do . . . and Have Done Since 1941

Cota & Cota delivers many products and services to our customers. Most importantly we deliver TRUST, CONFIDENCE, AND PEACE OF MIND.

Trust that you have in us to be there to resolve your heating needs, whatever time, day or night, whatever is needed.

Confidence in us that once alerted, your family is taken care of courteously and professionally.

Peace of mind that we are always there for you.

Cota & Cota is a third generation Vermont family business providing heating oils and propane gas. We are personally concerned with the well-being of each of our customers and so are our employees. We believe we can do a better and more satisfying job of fulfilling your home comfort needs than anyone else.

You can count on us.....we're staking our name on it.

Casey Cota...Chris Cota...Sean Cota



Photo shows a replica of our original delivery truck with Sean, Chris, and Casey Cota. We pledge our continued best efforts on your behalf.



Thank you from the Cota's. Left to right: Jim Tully, Hugh Cota, Chris Cota, Casey Cota, Sean Cota

The Word is Out!

Our propane technicians are becoming recognized as the best in their field. Our technician's skills are to the level that they are instructors for the industry. For reliable service and great propane value... call us for all your propane needs.



Thank you from our Service Team. These are just some of our certified Technicians.

Ludlow Office 7 Main Street



Jim Rumrill, Office Manager, along with Trish, invite you to stop by the Ludlow Office. They will set you up the fixed price protection program that suits your needs.

Do it!

"Twenty years from now you will be more disappointed by the things you didn't do than by the ones you did. So throw off the bowlines. Sail away from the safe harbor. Catch the trade winds in your sails. Explore. Dream. Discover."

-Mark Twain

www.cotaoil.com

Use our web site to contact us to answer your questions. Our web site will direct your email to the appropriate Cota Contact person. Visit us at www.cotaoil.com or send an email to info@cotaoil.com.

Snowbanks 2003



Is this a submarine surfacing in the polar caps or a delivery truck this winter???

Our Heroes

To all our customers who help make a delivery path to your fill pipe. Our delivery drivers think you are tops!!!!



Thank you from our Delivery Drivers!

Believe it or Not!!

Spring is here. Now is when everyone starts those projects that have been put off all winter. Contact us for new heating systems, or to schedule a new bathroom installation. Get a jump on finishing your to-do list so you can sit back and relax this summer. Call us today.



Bio-Diesel

Cota & Cota is investigating offering new bio-diesel product to fleets as a better alternative to petroleum diesel. Bio-diesel is a domestically produced, renewable fuel that can be used in unmodified diesel engines. It is safe, bio degradable, and reduces serious air pollutants such as particulates, carbon monoxide, hydrocarbons and air toxics.

We will continue to keep you informed of our progress with bio-diesel.



2003 Service Policy Brochure

Your 2003 Service Policy Brochure is enclosed. Please take some time to review it for additional services and revisions. These policies are effective May 1, 2003.

Auto Repair . . . VT State Inspection

Cota & Cota is a fully ASE certified auto and truck repair shop. We offer regular mechanical service such as tune-ups, brake repair, shock replacement, exhaust systems, lube and oil changes, major vehicle maintenance, as well as Vermont state vehicle inspections to our customers.

You will be pleasantly surprised by our competent, professional staff, their experience and their courtesy. Call 463-0000 to schedule your vehicle for service.

We Answer the Phone!!



"If you know your party's extension, please enter it in now" ... automated phone systems are frustrating -- when you call someone it's more assuring to talk to a person not a 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.

From our Roots to the Present

Then ...



Great, great grandfather, Hugh O'Brien, forms Farmers' Bellows Falls Cooperative Creamery.

... and Now



"The Creamery" today - Cota & Cota Parts & Service Warehouse.

OUR FIXED PRICE PROGRAMS

Security Prebuy

Gold Budget

Buy your heating fuel or propane gas by June 30, 2003, and get locked in at low summer time rates!

Our Security program allows you to purchase your yearly heating fuel at a predetermined price. Many of our customers already take advantage of this program to secure the best value for their home heating comfort. If you haven't, it's not too late for the next heating season!

To qualify you must be on automatic delivery and begin the program with no balance on your account. The deadline for this program is June 30, 2003.



Act early to lock in at the fixed price. Available on a first come first serve basis while our hedged products last. The fixed price offer may change at any time without prior notice.

To receive a Security Contract call, stop by and see us, or email your request to info@cotaoil.com.

This plan guarantees that your home heating fuel costs will be set at a fixed price for the budget year. *Pricing is available now.*

You make 10 monthly payments which are due on the 10th of each month beginning in June and running through March.

If you participated in either plan last year, you will automatically receive a personal renewal notice. If you did not, then call us, stop by or email your request to info@cotaoil.com we'll set you up with the **Gold Budget** program.



Thank you.

We appreciate your business!

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
White River Jct.: 8 Barnes Ave., White River Jct., VT 05001

(802) 463-0000 or (888) - COTA-OIL
(802) 463-0000 or (800) 696-0999
(802) 228-8866
(802) 886-3200
(802) 295-0000

		<p>www.cotaoil.com email: info@cotaoil.com email: gfs@cotaoil.com</p>			
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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

Important Savings Notice

Address Service Requested

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

