

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

2004 Rockwell Calendars!



As the year 2004 approaches, we enjoy looking back to the last century for our core community values that Norman Rockwell illustrated so well.

Each December we begin distributing calendars to all our fuel customers. Our delivery drivers will make their best effort to leave each customer a calendar during December and early January. With this calendar we try to express our gratitude for the past year and our best wishes to you for the coming year. Enjoy the new year and all it has to offer! Thank you.

Winter is Here!

Whether we want to admit it or not, winter is here. Our service technicians as well as our delivery drivers are ready to make sure your home is comfortable this winter.



Snowbanks 2003. Is this a submarine surfacing in the polar caps or a delivery truck this past winter?

Neighbors helping neighbors... It's a family tradition

Every year the Cota's tell a true story of people making a difference. As Sean Cota put it,

"Shortly after college working at our office, an older gentleman came into my office to discuss an issue. He said,



Sean & Casey Cota with Bill Graham (retired Windham Sheriff) winner of the Ken Cota Gift of Warmth.

'You don't know me, but in the 1950s I was at the diner complaining that I was out of a job and needed money to feed my family. No sooner did I leave the diner, when your grandfather Ken Cota came up to me and gave me \$100 to take care of my family. I was shocked and grateful. When I got back on my feet I found Ken to pay

him back the money. He refused to take it. He insisted that I take the \$100 and find someone who needed it as I did. I just wanted you to know the kind of man he was."

"I was dumbfounded by the story that I had never heard anyone tell. Inspired by the tale, we began donating an annual raffle at our local chambers of commerce during the holidays. The winner selected chooses a person or charity in need and we donate up to 250 gallons of heating oil or propane gas to them. This past year we helped 3 families."

This past year Cota & Cota received an anonymous gift of \$1440.35 from a local business and their employees to help people in need. We feel proud to be living in a community of neighbors helping neighbors.

Gift of Warmth

This year as the holidays

approach, keep in mind that gift certificates are available for heating oil, kerosene, or propane gas.

A gift of warmth is a great way to show your holiday spirit.

Stop by any of our offices to get your gift certificate or even call us... we'll mail it for you!



Meet Your Neighbors . . .

We are very proud of the quality people who make our company work. These folks, your neighbors and friends, work as a team to ensure that your needs are met at all times. From time to time, we will be introducing our employees to you in our upcoming newsletters. We hope you get to meet each one personally.



Dawnese Downs, Receptionist in our Upper Valley Office on Barnes Avenue in White River Junction. Kyaker, proud mom, community booster and volunteer.

Martin Meaney, Delivery Driver, First Assistant Chief for Cavendish Fire Department, community supporter. Our man in the Mountains.



Randy Murray, Master Plumber, craftsman, perfectionist, husband and father, snowmobile enthusiast, neighbor.

Kevin Cray, Inventory specialist, office supervisor, youth programs volunteer, sports fan, community supporter, good neighbor.



Nick Leone, Service Technician, father of two, National Guardsman, Certified CETP and NEFI Technician. Protector of U.S., good neighbor.

Holly Doyle (shown with her husband Dick Doyle), Customer service, telephone receptionist. Fuel Assistance Advocate, proud grandmother.



Three Keys to Integrity

Integrity is one of those attributes that everyone likes to think they have, but aren't really sure what it looks like in action-particularly at work. Basically, integrity means you do what you do for no other reason than that it's right. Here are three key principles of integrity:

- 1) Stand by your convictions, even when you're pressured to do otherwise.
- 2) Give others credit that is rightfully theirs. Don't avoid those who are smarter or even more skilled than you.
- 3) Be honest about who you really are. That means showing your shortcomings as well as your strengths. Be yourself.

Car Repair Needed?



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. Call (802) 463-0000.



Brain Teaser ...

Weather Forecast



John was watching television. Just after the midnight news there was a weather forecast: "It is raining now and will rain for the next two days. However, in 72 hours it will be bright and sunny."

"Wrong again," snorted John. He was correct, but how did he know.

For answer log on to our web site at www.cotaoil.com or call us at (888) 268-2645.

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.

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.

We're Local

One of the many benefits you gain by choosing Cota & Cota's heating service is that we are a local business. We know your home heating needs and your service expectations.

Not only that, we know your neighborhood as well as the community at large.

Our goal is to provide all of our customers with prompt professional quality service. These efforts have enabled us to expand our business over the years.

We know that meeting your home heating comfort needs means satisfied customers and continued patronage and that means a lot to us.

We reinvest in our community through our donations of time, talent and contributions.

Don't get Cabin Fever!

To our senior citizens or anyone who might be house bound with deep snow and cold weather; we are always on the job either delivering oil, responding to burner service calls or responding to plumbing problems. If you need help taking care of an emergency errand, and we are in the area, call us to see if we can help. Our trucks and vans are

radio dispatched and usually we can respond quickly to resolve your need. We think of ourselves as a good neighbor and a good friend who will be there to help when you need help.

Old Fashioned Service

One of the things we're most proud of is the personal attention we provide to our heating customers. We've serviced homes throughout the community, and we pay attention to the details that count the most for your comfort.

- We invest time and money in equipment and training for technical and customer relations staff.

- We use special analytical tools and accurate test devices to measure the performance of your heating system.

- Our technicians participate in a national certification program for oil heat personnel.

- Our service vans and delivery fleet undergo scheduled maintenance. Our drivers must pass periodic exams.

- When you call, we are ready to respond in person to satisfy your heating needs.

It's our investment in customer satisfaction, and we're pleased to make it.

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.



Did you Know?

Oil Heat is Clean Heat-Modern oil burners are one of the cleanest sources of combustion.

- They release near zero levels of smoke and soot.
 - They are 20 times cleaner burning than old non-flame retention burners of the 60's.
 - The average new oil burner creates less than 6 ounces of soot a year.
 - Residential oil burners produce less than 1/3 of 1% of the total particulate emissions in the U.S. each year.
- (These factors are contingent upon your burner being cleaned on an annual basis and meets manufacturers specifications for efficiency.)

Modern Gas & Oil Burners are Equally Clean Burning.

Information published and provided by:
OilHeat Associates. Bob Hedden, Executive Director. www.oma-oilheat.org

How one barrel of crude oil is used

Heating and electricity 9%,
Petrochemicals 10%, Other 16%, Transportation
(Gasoline, Diesel, Jet Fuel) 65%.



Heating Oil Facts

It is a fossil fuel along with petroleum products, natural gas and coal.

- It is manufactured in refineries from crude oil.
- Other fuels made from crude oil: propane, butane, gasoline, jet fuel, and diesel fuel.
- It is made from hydrogen and carbon atoms, the building blocks of life.
- Crude oil - Unrefined petroleum. The volume of one barrel of crude oil is 160 liters or 42 gallons.
- Natural gas aka Methane gas - A very light fraction of petroleum that issues from the Earth's crust through natural openings or man made wells.

-Oil - A substance with all or most of these characteristics: liquid at ordinary temperatures; viscous; smooth and sticky (unctuous) feel; lighter than water and not soluble in water; soluble in alcohol and ether; flammable above 140 degrees; chemically neutral.

-Petroleum - A naturally occurring, oily flammable liquid composed principally of hydrocarbons. Occasionally found in surface springs or pools, but usually obtained from beneath the Earth's surface by drilling wells.

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
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) 228-8866
(802) 886-3200
(802) 295-0000



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.

