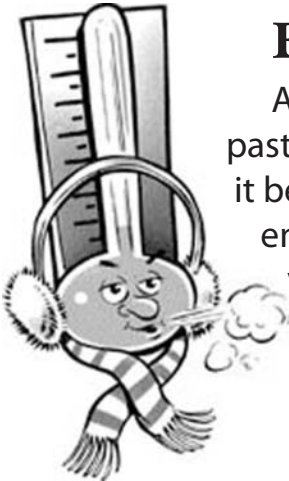


Cota Chronicle

Spring 2004 -Volume 16

Number 1

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
- China's Energy Thirst

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.

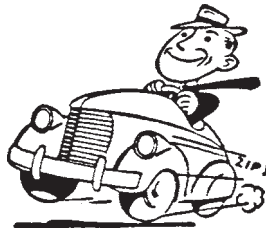
Recent headlines point to: China will be the number one importer of the world's oil to satisfy the demand for gasoline for millions of new car owners. Venezuela's (the largest U.S. oil importer) President Chavez is being confronted to step down ...gasoline will be over \$2.00 per gallon.

What We Have Done . . .

We had 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.



Upper Valley



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

Cota & Cota provides prompt and professional service with our industry recognized service department. Comfort Care coverage is available to our heating oil and propane gas customers 24 hours a day, 7 days a week. Just call 295-0000 or 888-COTA.OIL.

We hope you saw 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.



... continued from column 1

To protect yourself from price instability next year, consider securing your propane or fuel oil 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 heating needs. This plan guarantees a fixed price throughout the winter and you make ten monthly payments.

(See back page for details.)

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.



Mike Hoffman, Upper Valley Area Manager, has many years of technical background with oil and propane equipment. Call Mike to get your questions answered.

Chris Reeve, Propane Dispatcher, proud father, outdoorsman, good neighbor.



Lou Tomberg, Service Dispatcher, community volunteer, booster club mainstay, sports enthusiast.

Lori Schinck, Springfield Office Manager ... bright smile for all she meets.



Ray Merrill, Certified CETP and NEFI Technician, proud father, good neighbor.

Don Colby, service technician, motorcycle enthusiast, good neighbor.



The Word is Out!

Our propane technicians are becoming recognized as the best in their field. Our technicians' 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.

A Sweet Lesson In Humanity

Years ago, a 10-year-old boy approached the counter of a soda shop and climbed on to a stool. "What does an ice cream sundae cost?" he asked the waitress.

"Fifty cents," she answered.

The youngster reached deep in his pockets and pulled out an assortment of change, counting it carefully as the waitress grew impatient. She had "bigger" customers to wait on.

"Well, how much would just plain ice cream be?" the boy asked.

The waitress responded with noticeable irritation in her voice "Thirty-five cents."

Again, the boy slowly counted his money. "May I have some plain ice cream in a dish then, please?" He gave the waitress the correct amount, and she brought him the ice cream.

Later, the waitress returned to clear the boy's dish and when she picked it up, she felt a lump in her throat. There on the counter the boy had left two nickels and five pennies. She realized that he had had enough money for the sundae, but sacrificed it so that he could leave her a tip.

The moral: Before passing judgment, first treat others with courtesy, dignity, and respect.

Adapted from A Lifetime of Success
Pat Williams
Fleming H. Revell

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.

- Answers:
- 1) Betty Crocker (Not Real)
 - 2) Colonel Sanders (Real)
 - 3) Jimmy Dean (Real)
 - 4) Orville Redenbacher (Real)
 - 5) Sara Lee (Real)
 - 6) Duncan Hines (Real)
 - 7) Chef Boyardee (Real)
 - 8) Mrs. Paul (Not Real)
 - 9) Aunt Jemima (Not Real)
 - 10) Uncle Ben (Real)

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.

Food Folks

Everyone knows who Orville Redenbacher is, but is he a real person? See if you can guess who the real food folks are...

- | | | |
|------------------------|------|----------|
| 1) Betty Crocker | Real | Not Real |
| 2) Colonel Sanders | Real | Not Real |
| 3) Jimmy Dean | Real | Not Real |
| 4) Orville Redenbacher | Real | Not Real |
| 5) Sara Lee | Real | Not Real |
| 6) Duncan Hines | Real | Not Real |
| 7) Chef Boyardee | Real | Not Real |
| 8) Mrs. Paul | Real | Not Real |
| 9) Aunt Jemima | Real | Not Real |
| 10) Uncle Ben | Real | Not Real |

-from www.coolquiz.com

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.

OUR FIXED PRICE PROGRAMS

Security Prebuy



Buy your heating fuel or propane gas by June 30, 2005, and get locked in at competitive fixed rates.

Our Security program allows you to purchase your yearly heating fuel at a pre-determined 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.

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.

Gold Budget

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

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 email us at 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

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



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



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4 Green Street
Bellows Falls VT 05101
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