



Cota Chronicle

FALL 2007 -VOLUME 20
NUMBER 1

**AN INFORMATIONAL NEWSLETTER FOR THE CUSTOMERS OF
COTA & COTA, GAYS FUEL SERVICE AND PARKER OIL**



"Best wishes for a safe and peaceful holiday season!!!!"

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

Every year the Cotas tell a true story of people making a difference. As Sean Cota puts it, "returning to Cota & Cota after college, an older gentleman came into my office to discuss an issue. He said, "You don't know me, but in the 1950's 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 his story, we began donating an annual raffle at our local Chambers of Commerce during the holidays. The winner of the raffle chooses a person or charity in need and we donate up to 250 gallons of heating oil or propane gas to them. We also contribute to the Fuel Dealer's Patch Program for special emergencies, and the Vermont and New Hampshire National Guard "Operation Warm Front" for families that have been activated.

We feel proud to be living in a community of neighbors helping neighbors. If you would like to help out someone in need, we have our "Cota & Cota Neighbor in Need" program where we assist anonymously to persons in emergencies. Send us a check with a note to contribute to the "Neighbors in Need," and we'll help out someone in need for you.

2008 Rockwell Calendars!

As the year 2008 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!



Welcome Home Ron Griffin



We are overjoyed to hear that our fuel delivery driver has returned home safe from a 13 month tour of duty as a member of the 131st Engineer Company. They left for their mission on July 22, 2006. While in Iraq, the Vermont Engineers cleared more than 1200 roadside bombs.



Welcome home Ron and the rest of the Vermont Engineers.

Full Service means "Full Value!"



Our company is a full-service Oilheat company. You can rely on us to look out for your family's heating needs at all times.

It means full value, because we provide tangible benefits to your home, like:

- * 24-hour service availability
 - * Automatic delivery based upon accurate calculations of your fuel consumption
 - * Modern, fully insured delivery fleet with professional drivers
 - * Skilled service technicians
 - * Courteous, knowledgeable customer representatives who know how to calculate residential heating loads properly
 - * Professional equipment installation
 - * A responsive staff comprised of personnel that care about your home and community
- who work for a company with vast experience and service to homes throughout your neighborhood.

If your Oil Burner Fails to start...



1. Check the thermostat. Make sure that the thermostat is set at the desired temperature. The burner may not start unless the thermostat setting exceeds the actual room temperature by about 3°F.

2. Check the main electric burner emergency switch to make sure that the power is on the on position. This switch is typically located at the top of the cellar stairway, and/or on the heating unit.

3. Examine the fuses or breaker panel to see if the circuit has blown. If it is a fuse or fuse-stat, replace with a 15 amp fuse.

4. Check the fuel oil gauge level. The burner may have shut down due to a lack of fuel.

Then...

Push the reset button (usually a red button) on the burner or on the smoke stack control once only. If the burner then does not run, or fails to keep running call Cota & Cota.

VERMONT LIHEAP

(Low-Income Home Energy Assistance Program)

The Fuel Assistance Program is administered by the State and funded by Federal dollars.

To apply for Fuel Assistance you must fill out a Fuel Assistance application each and every year. Even if you were eligible in the previous year, you still must reapply.

You can receive an application by calling the fuel office at:

1-800-479-6151 Toll Free

1-802-241-1165 Local

If Cota & Cota can assist you, do not hesitate to call us at 888•COTAOIL (888-268-2645) or stop by our offices. Below are direct contact numbers for Vermont & New Hampshire residents.

Contacts Available for Fuel Assistance

Vermont:

After Hours Hotline
800-287-0589
VT Fuel Assistance
800-479-6151
Senior Help Line:
800-642-5119
SEVCA
802-722-4575 or
800-464-9951
BROC (Rutland)
802-775-0878
White River Jct. Comm. Act
802-295-5215
877•JOE•4•OIL
Citizens Energy
Vermont ONLY
100 Gallon Special Delivery
(Customer must call to verify)

New Hampshire:

Southwestern Community Service
Claremont 603-542-9528
Keene 603-352-7512
LISTEN (Lebanon) 603-448-4553
Health & Human Services 603-448-2918



Visit our website at: www.cotaoil.com

At Cota & Cota, Inc., we continually try to improve our ability to communicate with our customer. Regular customer newsletters like this one you are reading is one way we attempt to communicate. Various mailings throughout the year are other types of communication.

The Cota & Cota, Inc. website is a great tool to use to communicate. You can access our e-mail addresses through this site. You can also learn about the products and services available. You can even read our most recent newsletter.

We would appreciate your comments on how we can improve our website for you. Thank you.

Meet Our Office Teams (Real People Answering Your Call)



White River Jct., VT

Brenda Magoon, Mike Hoffman and Kimberli Harrington are available to answer all your heating oil and propane questions. Give them a call at 295-0000.

Brenda, Mike and Kimberli

Ludlow, VT

Jim Rumrill, Tracey Farquhar and Cheryl Foster, are familiar faces to our customers in the Okemo area. Our Main Street office is easily accessible on the south side of Ludlow Village.



Cheryl, Jim and Tracey

Call them today at 228-8866.



(L-R) Shamus Martin, Brenda Washburn, Susan O'Brien-Tanguay, Debbie Johndro, Holly Doyle, Danielle O'Leary, Bill Smith.

No. Springfield, VT

Lori and Wally are local contacts for our Springfield area customers for your oil and propane needs.

They can be reached at 886-3200.



Lori Schinck and Wally Kenney



(L-R) Lou Tomberg, Wayne Palmer, Chris (Supe) Reeve, Chuck Harriman, Kevin Cray, Rod Miller.

Service Office

Service Dispatch, Plumbing installation and heating system replacement are covered by Lou, Wayne, Supe, Chuck, Kevin and Rod from their office in Bellows Falls.



Chris, Casey and Sean Cota

Cota Family

This is a Family Business. Chris, Casey and Sean are all a hands-on partner with all of the Cota & Cota employees. We are here to assist you.

Together, We Can Help



Beginning December 3, 2007, the Citizens Energy Oil Heat Program toll free hotline, 1-877-JOE-4-OIL (1-877-563-4645) becomes available. This program makes available a one time delivery of up to 100 gallons for those households that qualify.

Beginning in 1979, with oil trading ventures in Latin America and Africa, Citizens Energy has used reserves from commercial enterprises to channel dollars into heating assistance.

Cota & Cota, Inc. has contacted Citizens Energy on behalf of our Vermont customers (not available in NH) to have access to this program. Call the toll free number... 1-877-563-4645 to check out this option. Tell them that Cota & Cota, Inc. informed you to call.

Energy Market Gyrations due to:

First and foremost the weakness in the U.S. Dollar. The relatively aggressive steps taken by the Federal Reserve to combat the subprime mortgage crisis in the form of sharp interest rate cuts, with the prospect of further cuts to come, ensure the weakness will continue.

Secondly, should a possible recession come out of the financial crisis, falling petroleum demand could be the result. This has the potential to make the biggest impact on prices and should play out over the next few months as efforts to resolve the crisis continue. Choosing between recession and lower petroleum prices will not be pleasant.



Help VFDA Keep Wall Street Honest

Wild speculative commodity exchanges have inflated energy prices so that crude oil is nearing \$100 / barrel. The Vermont Fuel Dealers Association (VFDA) has pressed Congress on behalf of Vermonters to strengthen its oversight of the US Commodities Futures Trading Commission (CFTC) to ensure markets operate free from manipulation.

Vermont Congressman Peter Welch introduced legislation November 1, 2007 to crack down on the unregulated energy futures market to finally close the Enron loop hole.

We encourage you to contact our Congressional delegation to reaffirm their support to make sure energy markets are properly overseen by government and free from manipulation. Please call your representative today!

CONTACT PHONE NUMBERS:

VT SENATOR PATRICK LEAHY	800-642-3193
VT SENATOR BERNIE SANDERS	800-339-9834
VT CONGRESSMAN PETER WELCH	888-605-7270

NH SENATOR JUDD GREGG	202-224-3324
NH SENATOR JOHN SUNUNO	202-224-2841
NH REPRESENTATIVE PAUL HODES, II	202-225-5206
NH REPRESENTATIVE CAROL SHEA-PORTER	202-225-5456

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