

Simply Put: Our Price Program is a Winner



Remember the story of the Ant and the Grasshopper? The Ant planned for winter and saved up for a comfortable, secure year ahead. The Grasshopper put everything off, and suffered dearly for his lack of planning.

Price Program customers have something in common with the Ant, for they know the value of planning ahead. Our price program customers not only save ahead for the next heating season, they benefit from a ceiling price, and are guaranteed their delivery price will never exceed the ceiling price in the months to come. It's smart planning and excellent insurance.

Many companies offer price programs, and most of them succeed in offering price stability, payment plans, and automatic delivery. So what is the buzz all about? What makes Reese Marshall's price program the best one to choose?



WHY OUR PRICE PROGRAM IS BETTER

No Up-Front Fees

Many other companies require price program customers pay an up front fee or "subscription" fee to participate. These fees are often based on how many gallons you use. Average fees for a typical household account are around \$250. But why pay more in fees up front? You may not use as much fuel next year and should not be punished for doing so. ***We don't charge any up front fees to our program customers.***

No Hidden Limitations

Some companies limit how many gallons you can use and still get their price 'protection.' Just because it is a colder than average winter, you should not have to lose your price protection. In fact, if a very cold winter spikes demand, that's when you will want the price protection! We don't play games. ***You sign up, and as long as you stay current in your payments, you get the ceiling price or better.***

Proven Track Record

We have been offering price programs for over 20 years. Using averages, if you have been a price program customer over just the last 10 years, you have saved over \$1400 vs. the customer that paid the average market price. That is real savings and meaningful insurance. ***We offer price programs because they work.***

Great Service

All our customers get great service. After all - "we make warm friends" and seek at every level to listen and respond to our customers needs and concerns. We offer 24-7 emergency repair service and handle all kinds of installation work. Price Program customers are put on automatic delivery so they don't have to worry about running out of fuel, and they are on our budget plan which divides their payments into even monthly amounts. ***Providing great service is our number one priority.***

Not already a price program customer? Give our office a call at (607) 334-3633 to find out more and get signed up. You can also go to our website and get all the facts about our program at www.reesemarshall.com/price-payment.php

Now you can Pay Online!

Our new website is attracting plenty of attention, and now there is another reason to check it out - *to pay your fuel bills online.*

Payments can conveniently be made for existing balances on an account, or to make a budget payment. You just need your account number handy and the address of the delivery location you wish to pay on. (If you need a fuel delivery please call the office to arrange.) We accept all major credit cards.

It is easy, secure and just a click away. Follow this link:

<http://www.reesemarshall.com/online-bill-paying.php>

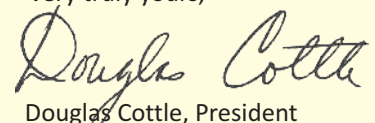
From the President's Desk

Dear Valued Customer,

The heating season is behind us, and our records show it was a little warmer than average. If that is any indication, this summer will be warmer than average as well. It is not too late to think about upgrading your home with air conditioning. We are happy to provide an estimate for any heating OR cooling needs you may have.

I also want to thank all our customers for their continued patronage. We appreciate your loyalty, and welcome your comments and suggestions. Thank you also to those who were able to keep a path cleared to their fill pipe and to those who kept their driveways well-maintained. What a difference it makes for our delivery team!

Very truly yours,


Douglas Cottle, President



We make warm friends.



Smart Ideas for **Summer** from the Service Department

What are the four things to consider with home maintenance and upgrades this summer? Here are our top picks:

1. Get your heating system serviced.

Summer is the BEST time to get your heating serviced. During the year, your heating system's efficiency will drop approximately 5% because of carbon buildup, and adjustments that may be needed. If you use 900 gallons of fuel annually, this could cost you another \$175 in fuel, or more!

2. Better yet - get on a Burner Service Plan

When you have a service plan with Reese-Marshall you get the best our service department has to offer: 24 hour emergency service, an annual tune-up and system evaluation, as well as parts and labor covered on a wide variety of items.

3. Consider an Upgrade.

Depending on the age of your heating system you could gain as much as a 10% savings in your fuel bill next year by upgrading to a more efficient system.

4. Get C-O-O-L and stay C-O-O-L

Staying cool is the objective this summer. Why not look into some A/C for your favorite room, or the whole house? Summer doesn't have to be a scorcher at your house this year!

Interested? Give our service department a call and we would be happy to answer any questions you may have, arrange for a consultation, or get you on the schedule.

Employee Profile: Jim MacDuff - propane specialist



Jim MacDuff started with us last October. His specialty? Propane. With over 15 years experience, he is certified to do any kind of tank work, piping, appliance installation, trouble shooting, and delivery of fuels. He proved himself several times over this past heating season. He has the knack and the motivation to be a great service technician.

Of course, if you work here you better be able to wear many hats. Fortunately, that won't slow down MacDuff. Lately he has been learning more about the fuel oil side of our business; how to tune and clean, repair and install the many different fuel oil heating systems we encounter.

Jim enjoys the opportunity to work with customers and fellow employees. He is a great all around guy - ready to get the job done. Welcome to the service team Jim!

Evan's Dairy - A state-of-the-art facility gets an upgrade

We have long been fans of Evan's Dairy, the all organic dairy farm just down the road on Tanner Hill outside of Norwich. They have the most amazing high-tech, on-site pasteurizing system, along with equally impressive yogurt and cheesemaking facilities.

This Spring we have been upgrading their LPG lines, and as the pictures below indicate, it was an extremely complex and interesting job.



Below: Technician Matt Smith installs piping, coated yellow to indicate it is a gas line.



Amanda's Law

IMPORTANT PROPANE SAFETY INFORMATION

When dealing with propane you need to be aware of some important safety issues. One of the most important safety issues is carbon monoxide poisoning. Because carbon monoxide (CO) is odorless and tasteless, it can be deadly. CO is produced when any fuel burns. Dangerous levels of CO can come from appliances that are not vented or operating properly.

On February 22, 2010, New York State passed a law known as "Amanda's Law" that requires operable carbon monoxide detectors in all homes. We recommend installing at least one CO detector for each floor of your home. CO detectors can be purchased at most hardware stores for a minimal cost.

For more information regarding Amanda's Law, visit the following website:
<http://www.dos.state.ny.us/code/COAlarm.htm>

If you have any questions, or concerns, feel free to contact us. We can help you determine what CO detector will work best for you. **Reese-Marshall:** 607-334-3633.

WHAT TO DO IF YOU SMELL GAS

1. **NO FLAMES OR SPARKS!** Do not operate lights, appliances, telephones, or cell phones.
2. **LEAVE THE AREA IMMEDIATELY!**
3. **SHUT OFF THE GAS.** Turn off the main gas supply valve on your propane tank if it is safe to do so. To close the valve, turn it to the right (clockwise).
4. **REPORT THE LEAK.** From a neighbor's home or other nearby building away from the gas leak, call us right away.
5. **DO NOT RETURN TO THE BUILDING OR AREA** until an emergency responder or one of our qualified service technicians determines it is safe to do so.

ADDRESS SERVICE REQUESTED

Reese-Marshall Co.
6254 County Rd. 32
Norwich, NY 13815



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