

# The Thermostat

S&D Petroleum's Customer Newsletter

www.sdpetroleum.com

(607) 863-3600

## Winter Storm Readiness

Some easy steps to take, before that first big storm hits

The forecast is in. A big storm is on the way, likely to drop a few feet of snow with temperatures dropping to the single digits. High winds are also expected. The first blizzard of the season is here. Are you prepared?

Many of us each fall think about preparing our home for winter. As you put up your storm windows, or add insulation around your foundation, consider these additional precautions, which will make a difference when a big storm hits.

### Your Heating System

Don't wait until the middle of a huge storm to realize you should have had your heating system checked. Preventative medicine is often the best kind. This fall have your system checked out by a trained technician. If you need a name, give us a call. It will keep your overall efficiencies up, and help prevent a problem later on.

### Severe Cold

When the thermometer really takes a dive, give your heating system a break.

- ✎ Be sure drapes or furniture are not blocking your radiators or registers.
- ✎ If you have adjustable radiators or have installed air deflectors, direct airflow across the floor, since warm air rises.
- ✎ Cover your windows at night and place towels or rags under doors and drafty windowsills.
- ✎ Use alternative heating sources with care. Electric heaters, used improperly, can cause fires. Chimneys for wood stoves and fireplaces should be cleaned annually to prevent chimney fires.

### Power Outage

Losing power can happen any time of year, as evidenced by the blackout this summer. Winter power outages are especially problematic and more common due to high winds and icing conditions. Have a few jugs of bottled water, basic supplies, batteries, a battery powered radio, flashlights, and other common sense items handy and easy to find in the event of a power outage.

### The Little Things

There are a number of things you can do to help out your heating system, even as the snow is falling.

- ✎ Be sure your chimney and/or vent pipes are clear of snow and ice. This is especially true for mobile home owners or those with similarly short chimneys. In deep snow your stack may get covered over, causing your furnace to shut down.
- ✎ If possible keep the path to your fill-pipe clear. During severe conditions our deliveries are more efficient if paths are clear, enabling us to serve all our customers in need of fuel.
- ✎ Call Customers: try to call us before the storm hits. Monitor your tank, and give a call before you get below ¼ tank. Also, if you have a tricky driveway, calling before the snow and ice comes is always appreciated.

### Be ready – even on the Road

Sometimes one is not close to home when a storm hits. Be sure to notify a friend or neighbor if you are going out of town for a spell. Keep a signal light in a window, which will turn on if the temperature drops below a predetermined setting (we recommend 50 F). Better yet, hire a house sitter to check in on your place every day.

It is also wise to be prepared in your vehicle at all times for severe winter weather. In addition to keeping your vehicle winterized, with a full tank of gas, keep the following "winter storm survival kit" in the trunk. It should include:

- ✎ Blankets and/or sleeping bags
- ✎ High calorie, non-perishable food
- ✎ Flashlight with extra batteries
- ✎ First aid kit
- ✎ Knife
- ✎ Extra clothing
- ✎ Shovel, windshield scraper and brush
- ✎ Extra wiper fluid
- ✎ Towrope
- ✎ Booster cables
- ✎ Water container
- ✎ Sack of sand or cat litter

If your auto is particularly unreliable, consider postponing your trip. If possible bring a cell phone along, so you can call for help should you need it. Try not to travel alone, and if you must, let someone know your route

### From the President's Desk



Dear Valued Customer,

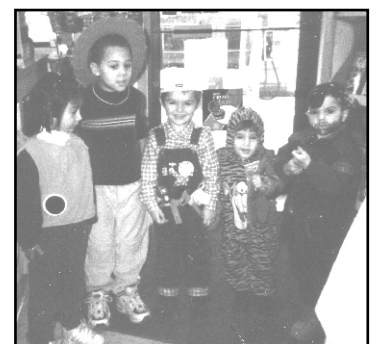
Welcome to another edition of the Thermostat, and the beginning of another heating season in New York.

Nobody knows what winter will bring, and the post 9/11 world continues to be filled with some uncertainty. Whatever the weather, or the political climate, you can be sure S&D Petroleum and Mini-Mart will be there for you.

As always, we welcome your input and suggestions. Also, thanks in advance for keeping paths clear to your fill pipes, and driveways in ship shape for our deliveries. Thanks so much for

Very truly yours,

### Join us for Customer Appreciation Day



Join us on **October 31st** for our customer appreciation day. Last year we got a great response, as well as some visits from a few trick-o-treaters (pictured above).

We'll be serving **free** cider and donuts throughout the day. Stop by, say "hi", and let us give you our thanks.

Oh, and have a fun, safe and spooky Halloween!

# Third Party Notice

There are times in life when you may be unable to contact us because you are sick, or disabled in some way. By providing our company with a third party, (i.e. friend, relative, community organization), we can find someone to contact in the event that we are forced to terminate fuel deliveries because of unpaid bills.

This "third party" is not responsible for your bill in anyway. You should choose someone who will get in touch with you after receiving the notice, and help you resolve the problem. Just fill out this form and send to our office: S&D



I request that any notice stating my heating fuel deliveries may be terminated due to unpaid bills should also be given to the "third party" specified below:

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City, State, Zip: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Acct #: \_\_\_\_\_  
 Signature \_\_\_\_\_ Date: \_\_\_\_\_

**Name of person or organization to be notified:**

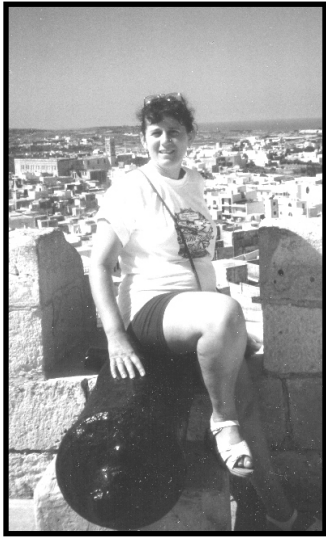
Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City, State, Zip: \_\_\_\_\_

**I (we) agree to receive any Notice of Termination for information puposes only, without obligation to pay amounts owed.**

Signature \_\_\_\_\_ Date: \_\_\_\_\_

**Employee Profile:**

## Josephine Kellog



size, and is mostly occupied by fishing families. As a youth, Josephine swam with her brothers and sisters in the sea, and drank water brought to them by a watermill on their small farm. When she was 19 years old, the family moved to find a better life in the USA.

We feel lucky to have Josephine as an employee, "she is great with the customers, and is always ready to lend a hand," says Penny Dietrich, President of S&D. Helping folks and "making it work" are what Josephine says she likes best about work.

Her hard work and dedication are also reflected in the volunteering she does in the community. Over at the Catholic Church she helps out

## \$25 Customer Referral Program

Our best advertisement is good old fashioned word-of-mouth. Thanks to our happy customer base, we get plenty of referrals. Over the years many customers have enjoyed lower fuel bills by just letting others know about our services.

If you recommend our services, be sure the prospective customer mentions you by name when they sign up. If they are in our area of service, and are credit approved, we'll credit your account \$25 after the second delivery. It's a deal

Four years ago, Josephine Kellogg came on board as a sales clerk at the Mini-Mart. Josephine was new to the community having just moved with her husband Raymond from Astoria Queens to Cincinnatus. But she wasn't a city girl at heart. This move to a small town, brought Josephine full circle to her rural childhood upbringing.

Josephine was born in the country of Malta, and lived on the small island of Gozo in the Mediterranean Sea. Gozo is about 5 by 9 miles in

## S&D Mini-Mart News



Welcome to Charles Woodman of Pitcher, NY, and Hailey Christophersen of Cincinnatus. These two are already doing a terrific job as our newest store clerks.



Join our Coffee Club! Starting October 1st. Buy 10 cups of coffee and get a **FREE S&D coffee mug**, while supplies last. Stop by the store to pick up a club card, and a hot cup of java!



We are currently accepting applications for employment. S&D Petroleum has a number of part-time and full time positions open from time to time. Keep an application on file with us, and we'll give a call if an opening comes up.

**S&D Petroleum**  
**2761 State Highway 26**  
**Cincinnatus, NY 13040**

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