

**From the President's Desk**



Dear Valued Customer,

Since 1996 we have been self publishing our very own newsletter, The Thermostat. It goes out to all our customers twice a year and we are proud to count it among the many ways we personalize our contact with each customer. Along with sharing our stories and services, it has covered a long list of helpful tips around energy, fuels, how to get the most for your energy dollar, along with fun facts about the seasons.

We welcome your thoughts and feedback. Is there a story you think we should cover? What types of home energy tips do you find most helpful? Thanks for helping us do a better job for all our customers.

Wishing you a great summer!

Very truly yours,

Penny Dietrich, President



**We make warm friends.**

**So much for Supply and Demand**

The price of oil has become a barometer for everything from the outlook on the global economy, to investor responses to political unrest in the Middle East. Producers and refiners rake in profits at the mere whiff of supply issues. Wall Street traders use options to trade on what the price of oil will be in the future. They have no intention of using the oil, but their participation in the markets adds to the volatility and often to the inflated prices. In fact, the future cost of oil is almost always higher than the current price, as traders feed what seems to be

self fulfilling prophecy. Meanwhile the 24-hour cable media machine creates hype around oil prices, reporting on the slightest moves made on Wall Street.

There was a time when the price of oil was based on supply and demand. That was a long time ago. Beginning with OPEC in the 1970s, markets have been toyed with to help bring the highest profits to the producers, refiners, and commodity traders. This greed is hurting our national and local economies, and more importantly our neighbors and customers. We think it is time for a change.

**What is a consumer to do?**

The forces that push around the price of oil are well beyond the power of any individual, but there are things you can do to help protect yourself against higher prices, and lower your overall energy costs.

- ☑ **Get on our Price Program** > Our price program protects you from the volatility in the oil markets; our ceiling price means you know the *most* you will have to pay per gallon and if prices drop next year, your delivered price for fuel will likely be less than the ceiling price. Price programs include budget plans to help you spread out your payments over the year.
- ☑ **Keep your equipment tuned** > This is especially true of your heating equipment. Spring is the time to get the most out of your cleaning and tune-up.
- ☑ **Drive differently** > Little things go a long way in the car; Drive slower, carpool, don't run the A/C, don't idle your car unnecessarily. It all adds up to burning less fuel and saving you money.
- ☑ **Make your home more energy efficient** > With better insulation, zone heating, and programmable thermostats.
- ☑ **Insist Washington tackle this issue** > How about starting with more efficient automobiles - Did you know in Europe reasonably priced diesel cars such as the VW Golf, commonly get 75mpg. Hello? Or how about we ask Washington to tackle Big Oil and Wall Street? It all seems impossible, I know, but maybe if we all make a little noise we can be heard. Start at the White House: <http://www.whitehouse.gov/contact>

**S&D News and Notes:**



Back in February we celebrated Groundhog Day by dressing up. Here, Sharon Bowen, Penny Dietrich, Josephine Buttigieg-Kellogg, and Sharon Gohl show their good humor. Nice hats!

**Congratulations to all the winners!**

- 👉 to Jamia Adams who won the Budweiser Chair for our Super Bowl give-a-way.
- 👉 to our March Madness winners, who won putty eye characters for putting the basketball in the hoop.
- 👉 to Timothy Stith, Charlotte Ayers, Joe Kressler, and Kierstee Turshman (*pictured*)-our Easter Basket winners who took home plenty of goodies!



**Thank you for the extra effort!**

Thanks to all the customers who took the time and effort to clear a path to their fill pipe this past winter. What a difference it makes for our delivery team who make over 2000 stops over the course of a heating season. Wow!



**Special thanks!**

to George Keefer, long-time S&D customer. George always thinks of us girls, bringing us Valentine and St. Patrick's Day corsages and baked goodies. Thanks George, we really appreciate your kindness.



# WHY OUR PRICE PROGRAM IS BETTER

## Proven Track Record

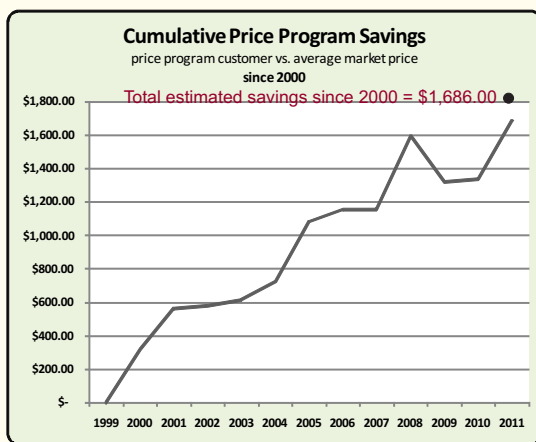
We have been offering price programs for over 20 years. Using averages, if you have been a price program customer over just the last 5 years, you have saved approximately \$530 vs. the customer that paid the average market price. That adds up to real savings and meaningful insurance. **We offer price programs because they work.**

## 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, and 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 Limits

Some companies limit how many gallons you can use and still get their price 'protection.' Others stop their price protection after March or April. Just because it is a colder than average winter, or you take a delivery in May, doesn't mean you should lose your 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.**



## 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 delivery and preferential ties to local HVAC contractors. 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.**

## Customer Approved

We wouldn't keep offering a Price Program if there were not a high demand for it. Join the program called a "life saver" and "best thing yet" for helping plan out energy costs and limiting higher fuel prices. The proof is in the pudding. **More than 65% of our customers choose to be on a price program. Once they get on, we see a nearly 100% renewal rate.**

## To the S&D Delivery Team Great Job!

John Stanton and Tom Terry are the two men responsible for bringing fuel to your home. Together they make up our delivery team. They are carefully trained to assure safe transport and delivery of your fuel. Their experience and their personal commitment to safety, however, is what makes them such terrific employees.

They also deserve our applause. While this past winter wasn't the coldest, it was one of the stormiest. Mother Nature threw plenty of ice and snow our way and caused treacherous driving conditions and long hard pulls to get the hose to the fill pipe. Great job to both men!



John Stanton



Tom Terry

## 6 quick tips for improved heating and cooling performance

Spring and summer are all about getting outside and enjoying the fine weather, but there are still some important items you should think about inside your home. By addressing these now, you can achieve higher efficiencies, reduce wear and tear on your equipment, improve the air quality in your home, and save money. If you need some references for any of the services below, be sure to contact us.

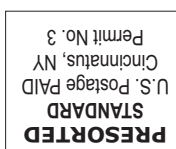
### INSULATE - THE EASIEST PATH TO CONSERVATION

- ☑ A handy homeowner can seal up holes to the outside by weatherstripping doors and sealing windows and other gaps along the home's foundation.
- ☑ The easiest and most cost-effective way to insulate your home is to add insulation in the attic. Go for at least 8 inches.
- ☑ Dress your windows. Blinds, insulating shades, and curtains can keep you cool in the summer, and warm in the winter.

### LOOK AFTER YOUR HEATING AND COOLING SYSTEMS

- ☑ Clean furnace and air conditioner filters regularly, and keep the front and back of air conditioners unobstructed.
- ☑ If your heating unit is older than 15 years, consider replacing it with a new more efficient model and you could save as much as 15% on your fuel bills next winter.
- ☑ Make sure your burner is properly cleaned and maintained. Don't wait until fall to schedule a cleaning. Cleaning it now, while the unit is still in occasional use is more effective, and prevents build up of condensation over the summer. Scheduling is also a lot easier this time of year, when many stop thinking about inside projects.
- ☑ Air conditioning systems also benefit from an annual cleaning and tune-up. A clean system uses less power and cools more effectively.

OR CURRENT RESIDENT



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