

From the President's Desk



Dear Valued Customer,

This past summer saw some terrible flooding in our region. Many of our customers, and some of our employees were adversely affected by the deluge. Some lost their homes, some their heating systems, and some just needed a good tune up to get things running again.

The many calls and concerns caused back ups in the Burner Department. It took time, and some extra effort, but we met the challenge. Hats off to all the Reinhardt Home Heating service technicians for meeting the needs of our customers, as we all sought to recover from the damages caused by the floods of 2006.

As we approach the end of 2006, we thank you for your business, and hope you have a safe, healthy and happy holiday season, and all the best in the year to come.

Warmly,

Very truly yours,

Floods cause widespread Damage Hundreds of customers affected

The heavy rain of June 27, 2006 created what they're calling the 200-year flood. Small streams and rivers swelled to levels never seen before, wreaking havoc on roadways bridges, businesses and homes. It was a total disaster and a state of emergency was declared.

As the flood waters receded and basements were pumped out, many homes and basements were left with a thick coating of mud. Unfortunately, the water and mud ruined a lot of water heaters, furnaces and boilers. Reinhardt Home Heating began, what seemed at the time, the endless job of repairing and replacing our customer's equipment which the flood had

ruined. We were very fortunate this happened in warm weather and keeping homes warm was not an issue at the time. Reinhardt Home Heating was able to concentrate on getting water heaters back on line first.

After getting the water heaters repaired and replaced, we went to work on our customer's heating systems. According to Service Manager Gary Grant, we are starting to see some light at the end of the tunnel. It has been a long haul and we apologize to our customers that experienced a delay in getting their water heater or heating system up and running. Thanks for your patience and your business.



Caption: John Cole, of Otsego LP Gas (a division of Reinhardt Home Heating) drives out to help a customer in need during the flooding.

The Best Way to save money on your fuel bills

We often get asked what is the best thing a customer can do to lower their fuel bills. The answer is simple, use less fuel. There are a number of ways you can go about doing this. Here are a few:

Invest in efficiency: if your equipment is older, you might benefit significantly in new equipment. Also be sure your heating unit is tuned and cleaned, regardless of its age.

Invest in insulation: Now that the cold is here, it is easy to find the drafty spots. Seal up those windows and doors.

Roll back the thermostat: Back in the 1970s when the price of oil spiked we saw the average homeowner burn 20% less fuel. Turn down the thermostat and put the power of saving in your hands.

Other great ideas can be found at the U.S. Department of Energy website (<http://www.energy.gov/yourhome.htm>).

El Nino could mean milder winter...or not

The word is in. According to government forecasters, El Niño is back. These climate episodes can impact weather on a global scale, from this year's bland hurricane season to potentially more winter snow in New England.

Data on sea surface temperatures collected by buoys in the equatorial pacific have detected warmer waters in this region signaling an El Niño. Our relatively quiet hurricane season may be another sign. When El Niño is at work, wind shear capable of tearing apart tropical systems speeds up in the Atlantic.

El Niño doesn't just impact the hurricane season, though. It has a strong influence over winter weather as well. In fact, forecasters are now predicting wet conditions along the Gulf Coast, with drier conditions over the Ohio Valley and the Pacific Northwest. Our area should see more snow and milder temperatures, a nice combination. This type of scenario could even help to keep prices lower and more stable.

HOWEVER - it should be noted - the last time an El Niño was forecast, it failed to arrive. Instead of snow and mild, we received little precipitation and bitter lasting cold. Climate prediction seems like guess work at best. We recommend you prepare for all of the above, because you just never know!



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 any way. 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: Reinhardt Home Heating, Box B, West Oneonta, NY 13861.

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 purposes only, without obligation to pay amounts owed.

Signature: _____ Date: _____

Employee Profiles:

In the last year we have been fortunate to be able to hire two fantastic women in our office. Both are fun, friendly people and very good at their jobs. Our customers have appreciated the fine service, and we have enjoyed getting to know them.



Angie Hurd-Drobneck

When Angie Hurd-Drobneck started in March, we knew she would be a great addition to our office staff. Nine months later she has proved her self many times over. "Angie is very organized, great with customers, and accurate," observes Division President David Harder.

Angie lives in Bainbridge with her husband and 3 boys, and loves music (is currently learning to play the piano), horses and shopping. Angie is also a cheerful optimistic person. Though her home and belongings were damaged by the flooding this summer, she says the "best news she got this year" was that her house was still standing. Now there is a person who sees the glass "half full"!



Analee Johnson

Analee Johnson joined us in June of this year. It took little time to get her up to speed. "Analee is a very quick learner, and has an excellent personality and is great with the customers," says David Harder, "She is not afraid to take on a challenge and has come a long way in a short time learning the ins and outs of the business"

Analee lives in Oneonta. She is a real family person, and loves spending time with her husband and two grown sons. Volleyball is the family game of choice. A life long learner, it fits that Analee loves to read, and at the end of a long day you will find her soaking in a good book with family near and her dog Chloe at her feet.



PRESORTED
STANDARD
U.S. Postage PAID
West Oneonta, NY
Permit No. 10

Reinhardt Home Heating
Box B
West Oneonta, NY 13861