

From the President's Desk



Dear Valued Customer –

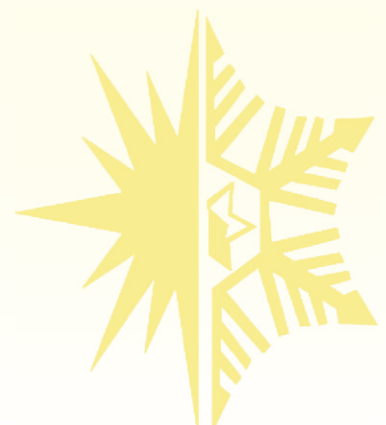
The heating season is upon us. The cold weather always sets in more quickly than we expect. Oil prices have been increasing, and energy costs all around are on the rise. Some people wonder if oil is still the right choice in home heating fuels?

Yes! While it is true that since the 1980s the cost of fuel oil has increased 87%, one should compare these increases in other areas. What about the cost of medical care, which has gone up a whopping 391% during the same period, or the average cost of a new car, which has gone up more than that - from \$7,200 in 1980, to \$28,000 in 2006! Heck, even postage has increased by over 150%.

Oil heat is a great value. It is still the most economical, clean burning, safe and dependable fuel you can choose for heating your home. With Reinhardt Home Heating as your partner, you can depend on feeling warm and cozy this winter, at the best possible price.

We hope you enjoy this issue of The Thermostat. We look forward to serving your home heating needs this winter.

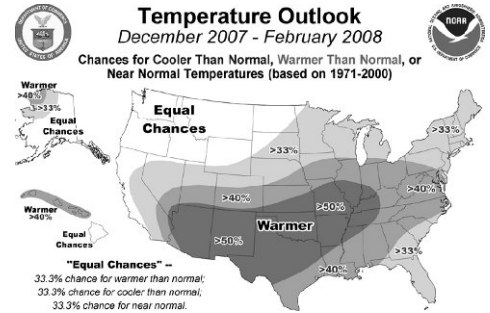
Warmly,



**NOAA Reports U.S. Likely to Have Above-Average Winter Temperatures**

NOAA forecasters are calling for above-average temperatures over most of the country and average precipitation levels in the Northeast and Mid-Atlantic states for the 2007-2008 U.S. winter, from December through February.

According to a climate prediction report released on October 8th, NOAA seasonal forecasters predict the winter months to be milder in the Northeast and the Mid-Atlantic, where temperatures are expected to be above average in response to the long-term warming trend. Snowfall for the region will depend on other climate factors, which are difficult to anticipate more than one-to-two weeks in advance.



NOAA's heating degree day forecast for December through February projects a 2.8 percent warmer winter than the 30-year normal, but a 1.3 percent cooler winter than last year.

For more seasonal forecasts and climate predictions go to the National Oceanic Atmospheric Administration's website, [www.noaa.gov](http://www.noaa.gov).

**Consider a UV-Aire® Purifying System for cleaner air in your home**

With tighter building construction in recent years, the quality of indoor air has declined dramatically.

The air circulating in the ductwork of the average home or office can be concentrated with contaminants including molds, bacteria, viruses, and dust mites. We fill our lungs up to 20,000 times each day. Over time, these contaminants can cause inflammation of the mucous membranes, upper respiratory problems, asthmatic conditions, headaches and flu-like symptoms.

Filtering systems offer little or no help because these airborne contaminants either pass through the filter or simply collect on the filter medium, creating a breeding ground.

Now, with the UV-Aire® Air Purifying System, a solution is available to directly address the problems associated with poor indoor air quality.



The UV-Aire® Air Purifying System actually does what it claims - it purifies the air. Using ultraviolet light, it attacks and reduces airborne mold, bacteria, viruses and fungi. It reduces odors and VOCs with carbon filtration. Plus, it removes dust, dander and pollen with a high efficiency filter. The result...fresher, cleaner, purer air. At last.

Reinhardt Home Heating now sells and installs portable systems as well as systems that tie into your furnace. If you are interested in learning more about cleaner air, give our service department a call today.

**Taking Care of your Home Heating System**

You wouldn't go 50,000 miles in your car without a service check and an oil change, so why treat your heating system the same way? Regular maintenance helps your unit run at maximum efficiency and prevents problems down the line.

Many of our customers want to get the best efficiencies, but few realize the big expense that is incurred when oil is spilled. In order to protect your home and the environment, one of our biggest priorities is spill prevention.

Fortunately leaks and spill risk can be immeasurably reduced with:

**An annual inspection:** visually inspect fill area, fuel delivery line, piping and tank. Call us immediately if you see a leak.

**An annual service call and cleaning:** once a year have a professional technician come out, clean your furnace and address any repairs that are needed. This alone will lower your fuel costs and clean up emissions from your unit. While there, he should also check all the lines and note areas of concern, such as plastic fill pipes, to help you prevent spills or leaks on your premises.

**Consider investing in a new heating system:** If your unit is over 20 years old you really ought to look at replacing it. You'll burn less fuel, save money, and reduce the risk of seeps, leaks, and spills.

The Reinhardt Home Heating Service Department can handle all your inquiries. Call us if you would like to set up an appointment to have your system checked and cleaned, or wish to learn more about new equipment. Although the department is always busy this time of year, it is never too late to have your system checked out by a professional.

# 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: \_\_\_\_\_ e-mail \_\_\_\_\_

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 Profile:

### Peter Greeley



Two years ago we were lucky to hire Peter, who came with over 15 years of experience in the industry. Peter is a genuinely nice person with real technical knack. He is always quick to lend a hand, and has a terrific safety record.

He has worked as a driver, but prefers the service technician work where he can focus on learning about the equipment and work directly with the customers. Peter is NORA certified for residential oil tank inspections and installations, and has plenty of experience in the field.

"I have received many compliments about Peter's work from our customers," says David Harder, "They particularly appreciate his willingness to explain what he is doing, and help answer questions they may have about their heating system. He's a great employee."

Peter refers to Nancy Fuller as his "better half" for over 20 years. He is a collector of farm related things, especially old oil cans, tractors and farm machinery. Peter has served on the Unadilla Volunteer Fire Department for 19 years and helps out at the annual Cauliflower Festival in Margaretville.

Last year Peter's home was washed away by the 2006 Flood. It took months for life to get back to normal, but Peter seemed to take it in stride. He returned to work right away, concerned for our customers and getting their needs met. His immediate instinct is to help others.

We are proud to have employees like Peter who combine a generosity of spirit with technical know how to bring each customer top notch service.



Peter volunteers annually at the Cauliflower Festival over in Margaretville, NY.

# Home Heating BASICS

It's a funny thing about the equipment that heats your home, many customers don't know basic terms and differences. Here is a primer on the basic equipment and terms of home heating:

## Types of Heating Systems

### Boiler

Heats water for baseboard or radiant heat and produces hot water for domestic use.

### Furnace

Forces warm air through ducts and registers. It cannot produce hot water of any type.

## Ways to heat domestic hot water

Oil - with a boiler or stand alone unit.

Propane - with a boiler or stand alone unit.

Electricity - wired directly to electric panel.

## Types of Fuel storage

Oil: above ground, usually in basement.

Kerosene: above ground, outside

Tank sizes-

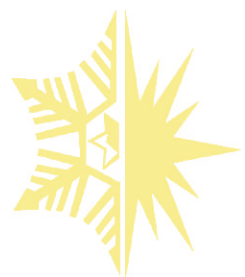
- 275 with full capacity of 260 gallons
- 330 with full capacity of 300 gallons
- 550 with full capacity of 520 gallons
- 1000 with full capacity of 920 gallons

Propane: above ground or buried, outside only.

Tank sizes

- Above ground: 50, 100, 320, 500, 1000
- Underground: 320, 500, 1000

Note - a **full** tank will only read as 80% on your tank's gauge.



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