

WARM NOTES

Spring 2000

From Klasen Oil Company

Dear Friends,

I want to thank each of you for being a customer of Klasen Oil Company. This past winter we did our best to have quality heating fuel and the best price available at the time you needed a delivery. With the tremendous spikes in cost, it was quite a challenge. I have enclosed a brochure that will explain what really did happen with the prices in recent months.

We did have many very happy customers who each saved hundreds of dollars! Those who chose to participate in our "Pre-Buy Price Cap Program" were realizing savings reaching 35 cents per gallon! I do encourage you to consider this plan. You would pay your total estimated heating fuel cost in advance at a set



Bob Klasen

price per gallon. Your heating fuel price is locked in and you always pay the same regardless of what happens to the price of heating fuel during the heating season. If the price of heating fuel at the time of your actual delivery is lower than the locked in price, you will pay that lower price. You can't lose! Sign up is in July and August and you can call our office after July 1st to find out the Pre-Buy price. I would be very glad to explain this in more detail, just give me a call. Again, Thank You for your business.

Warmly,



Bob Klasen
President

Let Klasen Oil help you Balance your Budget!

Most of our customers use 80% of their heating fuel in 25% of the year. Large winter heating bills are the number one reason why customers join the **Klasen Oil Budget Plan**. Let us help you even out your heating costs over a 10 month period instead of concentrating this cost in the 3 or 4 months of winter.

We will use your average heating fuel purchases from previous years to estimate your heating costs for the 2000-2001 season. We divide this total into 10 low, equal payments. A booklet containing 10 envelopes pre-addressed to Klasen Oil Company will be mailed the last week of June to those customers who participate in this plan. Payments are made July through April. May and June are used to pay any balance you may have for the Budget Plan Year. (You must have a zero balance or credit balance at the end of June each year to participate in the next heating season's Budget Plan.)

We can even have your credit card charged each month for the amount of your monthly Budget Payment. This requires a special form to be signed by you, please call our office for details.

If you are presently participating in this plan, we will automatically send your envelopes to you. If you have approved credit with us and you think this plan would help balance your budget by distributing your heating costs over more months of the year, give us a call in May or June so we can get your packet of envelopes to you in time to start the program in July. Let Klasen Oil give you one more reason to celebrate the year 2000 by allowing our **Budget Plan** help even out your heating costs.

Bottled propane gas customers may also join the Budget Plan to help spread the cost of their propane over several months by paying their budget amount each month.

Grades of Motor Oil

Quite frequently we are asked: "What SAE grade motor oil should I use and when should I change my oil?"

First, many of the car manufacturers, and their respective shops, recommend using 5W30 as the preferred grade, but at the same time suggest 10W30 as an alternate grade. In fact, 10W30 is recommended in warmer climates.

This is understandable, since the grade of a multi-graded oil is the lower number; i.e. 5W30 is a 5W oil to which an additive has been used to make it act like a 30W oil when hot. In the case of a 10W30 oil, the base grade would be a 10W and would actually be somewhat heavier at operating temperatures. Incidentally, straight grades 10W, 20W, 30W, and heavier multi-grades, 10W40 or 20W50, are not recommended for late model gasoline engines.

At what mileage should I change my oil? If all your driving is more than 15 miles per trip and not under dusty conditions, every 3,000 miles would be safe.

Should your average miles per trip be more than 30, it would be safe to move up to every 3,500 miles. Adversely, if you basically have all short trips of less than 15 miles, it would be advisable to change oil more frequently. The same would apply for dusty conditions or if the vehicle is frequently used for towing. Remember, regardless of which of these mileage guidelines fits your type of driving, always change the filter when you change the oil and we recommend using the new Pennzoil with Pure Base.

What does the W in 5W30, 10W30, etc. stand for?

1. Weight
2. Winston
3. Winter
4. Warm

Residential Heating Oil Checklist

Spring is the ideal time to inspect your heating fuel tank setup. Here are some basic items that can be checked when the tank is visible and accessible. Your goal is to be able to answer “YES” to each of the questions. If not, you may be a victim of an unpleasant spill or leak. Use the months of May and June to correct all “NO” answers so your tank will be ready for your summer fill-up during our July Summer Special.

Tank Exterior

- Is the tank exterior sound, without leaking seams or excessive rust?

Oil Fill and Vent Piping

- Is the tank piping tight, leak-free, and does it drain freely into the tank?
- Has the tank been equipped with a whistle to signal the delivery person when the tank is full?
- Are all the tank plugs and piping tightly in place?
- Has black pipe or galvanized iron piping been used for fill and vent lines? Plastic pipe may come apart at the seams during fill up. Some plastic lines can shatter or break in extremely cold weather.
- Is the tank properly vented to the outside? (1 1/4” minimum)
- During filling, fuel is delivered at an average rate of 60 gallons per minute. Improper venting can place an excessive stress on tank seams and piping. Is the vent line properly capped with a screened weather cap to prevent water entry or clogged by mud or insects?
- Is the vent pipe located next to the fill pipe so that the delivery person can listen to the vent alarm and determine when the tank is full?

Tank Support

- Are the tank support legs sound and on firm footing? A standard 275 gallon tank weighs about 2,000 lbs. (with 260 gallons). It could tip and spill if placed on wood or dirt.

Abandoned or Removed Tanks

- Have all abandoned tank fill pipes been completely removed from the building to prevent mistaken delivery and spill into the building?
- Have old abandoned tanks been removed or marked clearly as “DO NOT FILL”?

Please call if you need help in correcting any problem areas.

Quiz Corner

What does the W in 5W30, 10W30, etc. stand for?

3. WINTER

The W indicates the oil has passed a low temperature test. This is known as the Cold Cranking Simulator test and it shows that the oil will meet the viscosity (weight) for that grade at 0°F, assuring sufficient lubrication of your engine at startup.

If you have a lubrication question, please feel free to call our salesman, Dick Dean, at 425-7498 or 800-292-9670.

Senior Discount for Home Heating Fuel

Klasen Oil offers a Senior Discount for our customers who are age 62 or over. If we don't already have you set up for this and you qualify, please call our office with your Date of Birth and Social Security Number.

Klasen Oil Company is a supplier of the complete line of **Pennzoil** and **Wolf's Head** Motor Oil and Lubricants. Please call us for your lubricant needs.