

Winter 2000

# WARM NOTES

From Klasen Oil Company

## Dear Friends,

**P**ennzoil-Quaker State (PQS) recently announced that they have discontinued delivery of heating oil, diesel fuel and gasoline in the north-eastern United States. PQS has chosen Klasen Oil Company to deliver product to their customers in Northwestern PA and we don't assume that responsibility lightly. You can be assured that all of us at Klasen Oil Company will do everything we can to **earn your business**. Please use this letter as an invitation to let me know how we are doing. All of our customers are very important to us and our goal is to be the very best supplier of petroleum products in the region.

One very successful program we offer is our Pre-Buy/Price Cap program. You can purchase your heating fuel in



Bob Klasen

July, pay for it all then, and receive price protection, which would limit the price per gallon that you would pay for heating fuel during the winter. (Your price per gallon could even be lower at the time of delivery than your "pre-buy" price - depending on the current market price.) You can't lose! This fall, the customers on the program are saving an average 21 cents per gallon. More information on this program will be sent to you next summer.

For those who use e-mail, you may contact me at: [bobklasens@klasenoil.com](mailto:bobklasens@klasenoil.com).

Have a safe and happy holiday season.

Sincerely,  
*Bob Klasen*

Bob Klasen  
President

## Looking at the Heating Season 2000-2001

**L**ast winter, the amount of heating oil manufactured in the Northeast United States fell temporarily because of refinery shortages in January. Extremely cold weather interfered with supplies getting to market by slowing barge deliveries in New York and Boston. This has a trickle-down effect on the price of product. Klasen Oil purchases from the local refineries, as these same refineries supply product going elsewhere in the northeastern states. The temporary reduction in supply in the face of rising cold-weather demand drove the prices upward, making it harder for many customers to pay for the heating oil they needed. For a period of a few weeks, average U.S. prices for heating fuel were as much as double their average from the winter of 1998-1999.

In anticipation of winter, refineries begin making more heating oil and building their inventories in late summer and early fall. Crude oil supplies today are tight and crude prices are about what they averaged last winter. Supplies are tight because worldwide demand remains high and because OPEC has yet to return all the millions of barrels per day of crude oil that it removed from the market over the past few years. Higher crude oil prices tend to mean higher heating oil prices because the cost of crude oil may account for half or more of the cost of making and marketing heating oil.

Klasen Oil has enough storage tanks and resources to supply product to our customers; however, the prices are subject to the weather and demand. When the price of oil goes up, it doesn't mean we get a bigger share of it. Often we lower our margins to protect customers and remain competitive.

## A Warm Welcome to our New Customers

**W**e'd like to welcome the customers of Pennzoil Quaker State into the Klasen Oil family. We are committed to offer quality products at competitive prices and to find the best ways to meet your home comfort needs.

Klasen Oil offers the following services and payment options. Call for details.

- Participation in the State Fuel Assistance Program
- Budget Payment Plan (starts in July)
- Pre-Buy/Price Cap program
- 5 cents per gallon cash price discount
- Senior Citizen discount
- Summer fill program
- Accept payment by MasterCard, Visa and Discover
- Automatic Delivery program
- Quantity discount



## Dealing with "Discounters"

**A** gallon of oil is a gallon of oil – or is it?

Be careful purchasing your heating fuel from a discount oil company. They won't offer the service and protection you can depend on from Klasen Oil. In an emergency, we'll be there quickly and won't charge a fortune because of the situation. We offer options like automatic delivery, budget payments and pre-buy purchase of your heating fuel. We have a long standing record for making correct deliveries of clean oil by responsible employees. Cheapest isn't always best - it pays to do it right when choosing your supplier of heating fuel for your home and family.

## Quiz Corner

Which SAE grade of motor oil is most recommended by the car manufacturers for the last 3 model years?

1. SAE 10W40
2. SAE 5W30
3. SAE 10W Winter, SAE 30W Summer
4. They Don't

# Be Prepared for What May Come

**W**inter is quickly approaching! From the early snowfall we've already experienced in our delivery area, we are wondering just what type of weather we will have. Will it be record-breaking cold, plenty of snow, blizzards, or a mild winter? Whatever Mother Nature has planned for us this year, use these suggestions to be prepared:

- \* Have on hand some rock salt for de-icing and kitty litter for traction.
- \* If you have a snow blower, be sure it is ready for use and full of gas. If you go out to shovel snow, dress in layers and rest often to avoid becoming over-exerted.
- \* Check to be sure your fill pipe is not buried under leaves, snow and ice. If the end of your fill pipe is at ground level, you may need to have this raised to prevent water from leaking into the fuel tank.
- \* Keep a battery-powered radio, flashlight and plenty of fresh batteries on hand in case of a power outage. Your water supply could stop if a power outage effects your well and pump or the municipal provider to your home. Keep several large bottles of water stored for just such an emergency.
- \* Contact at least two plowing companies or individuals now to have your account (with directions) already set up before you need them. That way you'll already be on their list when the snows start to accumulate and you need plowed out.
- \* When you are expecting a delivery of fuel, remove the snow from the driveway, walk and fill pipe area so the driver can easily make your delivery. Remember, your delivery could be that one he doesn't get to at the end of the day because he has been stuck in unplowed driveways or trudging through deep snow to get to a fill pipe.

Be prepared!

A good motto for all of us – especially when dealing with Mother Nature.



# Quiz Corner

Which SAE grade of motor oil is most recommended by the car manufacturers for the last 3 model years.

## 2. SAE 5W30

Most new car manufacturers factory-fill with and recommend using SAE 5W30 year-round. This grade offers improved low temperature pumpability at start up, plus gives slightly better fuel economy. Incidentally, the government mandates an average fuel mileage that all the car manufacturers must meet, called CAFE (Corporate Average Fuel Economy). Using SAE 5W30 helps them meet this requirement.

Ford and Honda have introduced engines for 2001 with advanced technology that operate efficiently on low viscosity oil. As a result, they recommend the use of SAE 5W20. Pennzoil SAE 5W20 was specially formulated to meet this need, but should only be used in engines that recommend SAE 5W20.

Remember, always check your owner's manual for correct viscosity grade. If you have a lubrication question, please feel free to call our salesman, Dick Dean, at

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## Attention Seniors

**K**lasen Oil offers a discount to our senior citizen customers (over 62). Call us if you are eligible but are not already benefiting from this special program.



## Cylinder Delivery of Propane Gas

**K**lasen Oil offers propane gas in 100# cylinders for your appliance use such as cook stove, dryer or water heater. Call now to schedule a delivery.