

WARM THOUGHTS[®]

FROM KLASEN OIL

FALL 1997

PERSONALLY SPEAKING

Give Us Your Worst and We'll Give You Our Best

Dear Friends,

Here at Klasen Oil, we're always eager to hear from you. And because we need to receive your comments in order to grow, we're willing to take the bad news with the good.

Our first goal as a fuel dealer is to keep all our customers satisfied and happy, but we have a large area to cover. Sometimes, we may overlook little details that can make a big difference to you.

We're so serious about making improvements in our service that we've printed a coupon (on this page) for you to fill out and send back with your comments. Not only do we promise to take all your concerns into consideration, but we'll enter every one in a free drawing for a \$50 Klasen Oil credit.

Please don't comment on the price of



Bob Klasen

oil or propane, which is largely beyond our control. We're looking for constructive suggestions on how we can improve.

All entries must be received by November 15, 1997. Just fill out the attached card and drop it in the mail. The postage is already paid. Those of you on line can E-

mail your comments to klasens@grem-lan.org.

Your comfort is our business—so we're committed to working harder and serving you better than any other company around.

Warmly,

Bob Klasen

Bob Klasen
President

Welcome, Propane Customers!

We'd like to welcome all our new propane customers from Noel's Gas. Like all our customers, you can expect our entire staff to help you in a courteous and professional manner.

Our goal at Klasen Oil is to provide the best in propane and oil heat service.

Some of our oil customers may not know that we do more than just deliver oil. We've been delivering bottled



propane gas for over 30 years. Our drivers are fully trained to handle these deliveries, which means you can count on reliable and expert service.

We want to assure our new propane customers that your home comfort needs will continue uninterrupted. We look forward to serving you and your families in the years to come.

Working hard and offering high quality products and services has allowed us to grow. So has keeping our lines of communication open. Feel free to call us with any questions: (814) 425-7498 or if long distance, (800) 292-9670. An answering machine will take calls after hours. ♡

Last Call on Deliveries



On our **Automatic Delivery** program, you can stop being a tank checker. You won't have to call us every time you need a delivery, you won't be paying any more for fuel than if you called for it, and we'll deliver only as much oil as you need.

You'll get your fuel on time so you won't run out, even when Mother Nature is at her worst. Best of all, this service is **FREE**.

It's time you give yourself a break. If you join our **Automatic Delivery** program, we'll do all the work for you. Our computerized tracking system watches your heating habits and day to day weather conditions. It tells us when you'll be running low and we schedule your delivery accordingly. You'll always have a supply of fuel and the security of knowing that you won't run out.

Why not call us today to sign up for **Automatic Delivery** and rest easy this winter? It should be the last delivery call you'll need to make. ♡

18 Tips to Keep Your Castle Comfortable

Just ask any homeowner. Keeping up your castle is a never-ending story. We've made it easier for you with this handy reference calendar. There's a new tip each month to help you save money and keep things running smoothly all your long.

JANUARY

1 Remove snow from around your fill pipe, driveways and walks so our driver can find the pipe and get you fuel so you don't run out.

FEBRUARY

2 Have your Chimney checked for obstructions that can cause carbon monoxide and smoke to back up into your home.

MARCH

3 Three old window air conditioners use more power than one new central unit. Take advantage of pre-season sales and specials on new central air conditioning units.

APRIL

4 Change batteries and test smoke and gas detectors.

5 Check your house, inside and out, and fix winter damage. Caulk cracks where roof and wall meet, the foundation meets the house, around windows and doors. (This will save money on air conditioning as well as heating.) Old caulk can break down, so check what you did last year, too.

MAY

6 Tune-up Savings: Get your central a/c tuned up and ductwork checked out: one utility found this saves almost \$2,000 in cooling costs over the life of the unit. ALSO: A heating unit tune-up saves up to 10% on your heating bills. If yours isn't scheduled yet, now is when the most convenient appointment times are available.

7 Did big winter bills wipe you out? Join a budget plan and cut your bills by two-thirds with even monthly payments throughout the year.

JUNE

8 If you call for your oil, make sure your tank is filled for the summer to prevent condensation. Condensation can lead to bacteria which clog up fuel lines and cause system breakdowns.

JULY

9 Night-air cooling with your attic fan can save you big on your electric bills. But watch out: Humid nights (over 60% humidity) mean your air conditioner will have to work harder the next day

and may cost even more.

Important: Always open your windows at least 3" when using an attic fan. Reason: it might pull air back through your chimney, bringing smoke, dust and other particles into your house.

AUGUST

10 Invest in new heating equipment. You may save 30% or more each year on your heating bills with a system replacement.

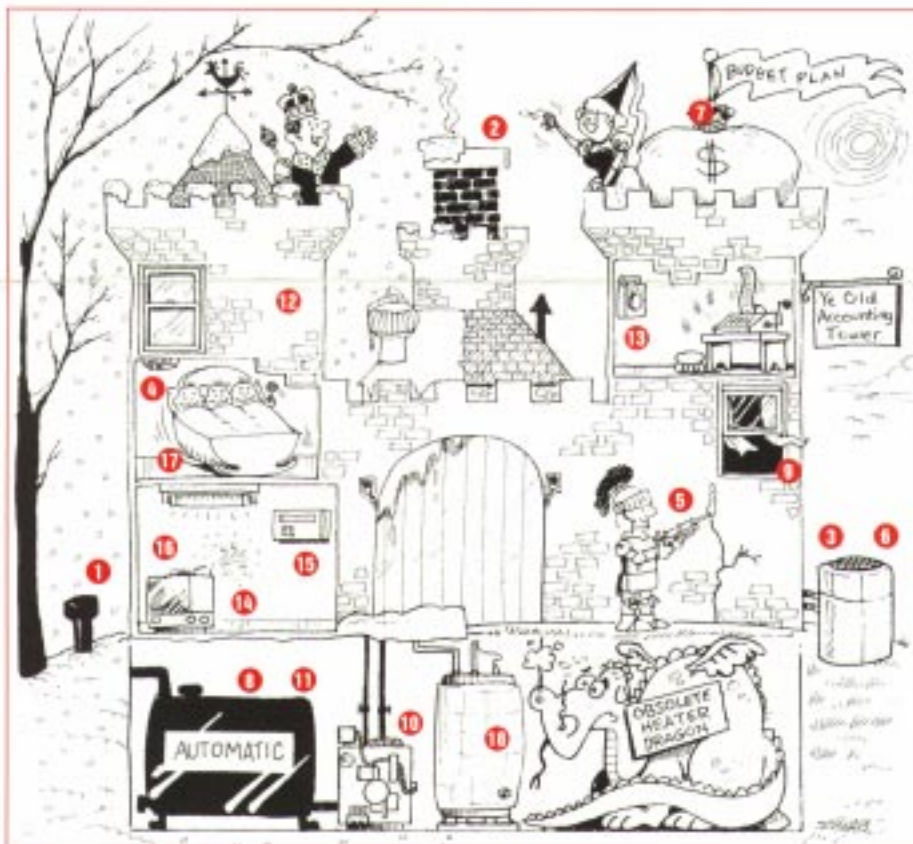
Upgrading your burner alone may take 15% off your annual bills.

SEPTEMBER

11 Labor Day Labor Saver: If you've ever run out of fuel, make this the year you stop worrying. Make sure you're on automatic delivery.

12 Insulate your attic: R-30 is your best bet. For next summer, insulate south-facing walls, since they get the hottest.

13 Test your heating unit now and get it fixed (if necessary) before the rush at the first cold snap. Simply turn the thermostat up above room temperature. Wait a few minutes for your heat to



come up. If it doesn't, call for help.

OCTOBER

14 Scary Tip: Indoor heated air during the winter can get drier than Death Valley: a mere 15% relative humidity. Consider a central humidifier, and bring your home back to normal, 35%.

15 Daylight Savings Reminder: don't forget to reset your clock thermostat.

NOVEMBER

16 If you have warm air ducts, change your air filters regularly and save big on energy costs. Days are getting shorter. Invest in compact fluorescent bulbs to cut your electricity bills.

17 If you're giving thanks for having more people in your home or a new addition on your house, and you're on automatic delivery, please let us know. Your fuel usage might be affected.

DECEMBER

18 Yuletide tip: Electric water heaters are notoriously inefficient. Insulate your electric water heater if it's over seven years old. Better: upgrade to an oil-heated unit and it can pay for itself in 3-4 years! ♠