

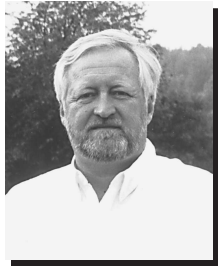
# WARM NOTES

Fall 1998

*From Klasen Oil Company*

## Changes We're Making to Serve You Better

I would like to welcome all of you to the latest version of our newsletter. I believe communication with our customers is very important, that is why we send this mailing several times each year.



*Bob Klasen*

to become more efficient in taking your calls and receiving messages. Please bear with us as we make this change.

We look forward to hearing from you over this Winter.

Warmly,

Bob Klasen  
President

Your comments are always appreciated. It is through our last survey that I realized how many customers were interested in a Pre-Buy Program that has now become a reality at Klasen Oil. We have recently updated our office telephone system. We hope

## Klasen Oil Upgrades Trucks

This fall we have upgraded our fleet by trading two of our tankwagon home delivery trucks for 1999 models. These new trucks have the latest safety features, anti-lock brakes, and more fuel-efficient engines. We currently have 5 trucks for delivery of home heating fuel, 2 stake-bed pickups for delivery of propane cylinders and a box van for transporting packaged oils and lubes. We also have our own tractor-trailer unit for bringing loads of fuel from the refinery into our bulk plant. Maintaining safe and reliable equipment is costly, but it allows us to provide better delivery service to our customers by using trucks that we can depend on. 🛢



*Tankwagon Truck*

## Recent Changes in the Color of Kerosene

As of June 30, 1998, the federal government imposed a tax of 24.4 cents per gallon on all clear, water-white kerosene. This was done to help reduce tax cheating by identifying fuel on which Federal excise taxes have not been paid. The government was concerned that clear, untaxed, kerosene was being mixed with clear, taxed, on-road diesel fuel, thus avoiding taxes.

Now, kerosene is dyed red at the refinery to distinguish between red, untaxed product and clear, taxed product. The dyed kerosene will work fine in your furnace. If you do receive tax paid purchases of clear kerosene, you can receive a tax credit on your income tax return; use form #4136 if your tax paid purchase was for a nontaxable use.

Retail locations are allowed to dispense clear kerosene tax free if they meet certain government guidelines; however, the guidelines are so strict, that most retailers are selling red kerosene only. Klasen Oil Company has both clear and red kerosene available for delivery. 🛢

