

## Disaster Guy



Watch Osterman Propane help a deserving family devastated by the summer tornado in Massachusetts. With the leadership of A&E Networks "Disaster Guy" Steve Frasher, Osterman Propane has assisted with providing propane service to keep the Carati family of Monson warm this winter.

For more information visit – [www.aetv.com/disaster-guy/](http://www.aetv.com/disaster-guy/)

## Friend Osterman Propane



Osterman Propane now has a profile on Facebook. Friend us to learn more as we post timely updates about our company and how we are working to better serve you. [www.facebook.com/ostermanpropane](http://www.facebook.com/ostermanpropane)



# UPDATE

SEASONAL NEWSLETTER FOR THE CUSTOMERS OF OSTERMAN PROPANE



## We Delivered.

In just the past five years, New England has been battered by ice storms, record snowfall, tornadoes and now, Hurricane Irene. Through it all, the hardworking team members at Osterman Propane delivered. When other propane companies simply shut their doors or refused to answer their phones, Osterman Propane was working hard to keep our customers full of fuel. Customer service is our #1 priority, regardless of weather, so you can take comfort that in times of crisis, you can rely on Osterman Propane.

- When thousands had no power during the ice storm of 2008, ***we delivered.***
- When the snow drifts were taller than our tanks last winter, ***we delivered.***
- When tornadoes struck central Massachusetts, ***we delivered.***
- When Irene battered New England from the Connecticut Shoreline to the mountains of Southern Vermont, ***we delivered.***

Inside this edition of the *Osterman Update*, you will find a variety of information about how propane can help you through times of crisis and how to protect your propane system if the weather turns bad. Before, during, or after severe weather, you may need to take specific action to ensure the continued safe operation of your propane system. You can find additional information from the Propane Education and Research Council online at [www.usepropane.com/consumer-preparedness-center](http://www.usepropane.com/consumer-preparedness-center).

## An Important Notice For Massachusetts Oil Heat Users

With the recent flooding that filled many basements throughout the Bay State, now is the time to take notice of an important law. Massachusetts oil heat consumers have until September 30 to bring their oil tanks and supply lines into compliance with a new law.

This law mandates that all tanks require an oil safety valve and oil supply line with a protective sleeve. Systems with bare copper lines (so common in basements across the state) will be a code violation.

In addition to mechanical upgrades, this law also mandates that homeowner insurance policies written in Massachusetts make available coverage for possible oil spills and leaks from an oil heat system. While this coverage is optional, failure to purchase it leaves liability for 1st and 3rd party damages solely on the homeowner.

Considering that a typical small basement cleanup costs on average \$50,000 and a spill which escapes into the soil costs \$300,000+ to cleanup, the insurance is a sound investment. However, annual premiums for such coverage cost on average \$130 per year.

Multiplied by a typical 15 year heating system lifespan, why not put the additional \$2000 towards the investment in a clean, high efficiency propane heating system?

***Take advantage of up to \$800 in credits available from Osterman Propane towards the replacement of your oil heating and hot water system and the removal of your old oil tank.***



*Older systems must have their uncoated lines upgraded at an average cost of \$150 to as much as \$600.*

## Customer Spotlight



## FM Generator

Unsung heroes during recent disasters, the emergency power experts at FM Generator have been keeping power going to customers across the country for the past 25 years. During the 2008 ice storm and most recently Hurricane Irene, FM Generator provides temporary and permanent emergency power for electric utilities, phone companies, and large commercial customers across the Northeast.

In particular, FM Generator is responsible for ensuring power to 250+ cell tower sites so that users will have a full cell signal in times when it is needed most. While the traditional fuel of choice has been diesel, as concern for the environment grows, there has been a widespread move to propane fueled generators.

*“When an event such as Irene occurs, it is clear that Osterman Propane understands the FM Generator commitment to our customers and exceeds our expectations for deliveries.*”

*Starting with the 2008 ice storm, we saw that Osterman Propane was on the road making deliveries long after other suppliers had gone home. Osterman has continued to impress us with their commitment since that time. When Irene hit, there was no doubt as to who our propane vendor of choice would be. They were there for us 24 hours a day, answering the phone, on email and ensuring that our deliveries were made.”* Steve Belcher, Project Manager - FM Generator

Osterman Propane delivered to over 40 cell tower sites in the aftermath of Hurricane Irene. FM Generator has been an Osterman Propane customer since 2008. For more information, visit [www.fmgenerator.com](http://www.fmgenerator.com).

## Rebuilding Green After the Tornado

As residents in tornado damaged communities rebuild, many will have to adhere to new "Stretch" energy codes which will require better insulation, windows, and higher efficiency HVAC equipment with propane.



Through the Rebuild Western Mass program there are a number of programs and incentives available:

- **Repairs and renovations** – incentives for renovations totaling \$750-4,000
- **Total rebuilds** – for super-efficient homes. 0% interest construction loans from local banks are available from \$20,000 to \$100,000.
- **Incentives** for free Compact Fluorescent Lamps (CFLs), and for high efficiency gas heating, hot water systems and central air conditioning

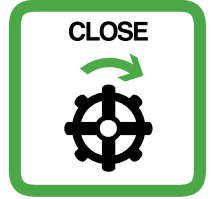
For more information, contact your local Osterman Propane Customer Service Center or **visit** [www.cetonline.org](http://www.cetonline.org)

## Disaster preparedness with Propane

Having a supply of propane at your home can be an important asset in weathering out storms, but we also need your help to ensure that your installation remains safe during times of disaster. If you need to abandon your home, or if there is a risk of the tanks being dislocated by weather:

### SHUT OFF THE GAS!

1. Turn off the main gas supply valve on your propane tank, if it is safe to do so. To close the valve, turn it to the right (clockwise).
2. Turn off the gas supply valves located near individual indoor appliances.



If you have a generator or a fireplace (for winter storms) be prepared **one week** before bad weather strikes. Contact us with a percentage reading from your tank gauge so that we may schedule a fill if necessary.

While standby generators offer all the comforts of home during a power outage, it is still important to conserve energy during an emergency. In many cases local conditions and road closures can delay our drivers for hours or even days. Help us to help you by making that tank of fuel last until we can get to you.

While having gas cooking during a power outage can help you cook while the power is out, **NEVER** use a gas oven or range-top burners to provide space heating.

## Product Spotlight

### Generac Guardian Generators

It stays out...for days at a time. Eliminate the worry and the inconvenience with a home standby generator from Osterman Propane.

The Generac series of emergency power generators have a number of features to provide you with worry-free power in the event of an emergency.

- Turns on within ten seconds of determining power loss.
- Powered by Generac's OHVI® engine – designed specifically for generators. Lasts three to four times longer than many competitive engines.
- Easiest installation and best value on the market – many models pre-packaged with a pre-wired transfer switch (U.S. and Canada only).
- TruePower™ Technology provides clean, smooth operation of sensitive electronics and appliances.
- Quiet-Test™ mode for a weekly self test that's quieter than other brands.
- The most environmentally friendly generator on the market – consumes less fuel and releases fewer emissions.



If the investment in a whole-house standby system isn't right for you, take a look at a new portable generator from Generac specifically designed to run on propane.

The LP3250 provides enough wattage for the essentials using a convenient 20# cylinder. Propane provides all the power with clean fuel, unlike the clogged carburetors with gasoline or gelled fuel with diesel. For more information, visit [www.generac.com](http://www.generac.com).