



No Such Thing as a “Normal” Winter

As we have said in previous fall customer newsletters, the only thing that we can predict for the winter is for our customers to prepare for the worst, hope for the best. Last winter brought New England the coldest weather in the last 20 years over a span of just 20 days. We have learned a great deal from last winter and are working to make improvements for this heating season to help serve you better.

Weather forecasters are currently predicting an El Niño winter which would give the Northeast slightly colder than average temperatures and an increased number of winter storm events. Storm activity often requires us to make changes to our delivery and service schedules to ensure both safety and reliable service for our customers. To the right are some important points we want our customers to consider as we head into winter.

SMARTPAY BUDGET

Extreme cold last winter had many customers taking 2-3 deliveries when historically they would only need one. Those who were not on a regular budget program found themselves making larger than normal payments compared to the previous year. Customers can avoid this by enrolling in our SmartPay Monthly Budget which rolls your expected winter heating costs into even monthly payments. Customers can also opt to setup their own autopayment rules within our online account access site/bill pay.

AUTOMATIC DELIVERY

One of the most important reminders for customers is that whenever possible, you should opt for automatic delivery status. Automatic delivery eliminates the need to check your tank, call-in early for a delivery and the anxiety that comes with waiting for the truck to arrive. If you are currently a will-call customer, please contact us to see if you are eligible for automatic deliveries.

WILL CALL DELIVERY

A reminder to our will-call status customers to keep an eye on their tank as soon as extreme cold or a winter storm is predicted. The more notice you can provide to us for a delivery request gives us more flexibility to make your delivery precisely when you need it.

TOP NEWS INSIDE

- Back to School on Autogas
- Emergency Power Generators
- Customer Spotlight: Diemand Farm
- The New Ostermangas.com Website
- Upgrade and \$ave With Propane
- Snow/Ice Removal

Back to School on Autogas

In New England, over 1,000 propane powered buses transport students back and forth to school every day. Districts looking to replace aging diesel fleets are making the switch to propane to help save the environment, the health of their students and of course, money. When compared to diesel, propane offers a number of advantages:

- Propane buses start easily and warm up quickly, eliminating the need for idling or early startup in winter
- The new Blue Bird Type C buses have been certified to NOx level .05 g/bhp-hr, which is 75% cleaner than the current emission standard
- Fleet savings on fuel costs and a lower total cost of ownership (fewer oil changes, longer maintenance intervals) vs. diesel have reduced overall fleet expenses for school districts.

The next time you see students riding on buses in Boston MA, Waterbury CT, or Peterborough NH, look for the Propane Autogas sticker on the back of the bus and breathe easy!



Emergency Power Generators

After two powerful hurricanes, many customers are once again considering the installation of a home standby generator. A propane fueled generator starts reliably, giving you all the comforts of home – despite the conditions outside.

WHY RUN A GENERATOR ON PROPANE?

Generators can run on most fuels including diesel, gasoline, and propane. Unfortunately, due to the standby nature of generators, they spend most of the time idle. When sitting for long periods of up to 6 months, diesel fuel and gasoline can gum up and clog the inner parts of the engine. Over time, these fuels can damage rubber seals and fuel lines. Propane has several advantages over diesel and gasoline. These include:

- No degradation of fuel over time
- Clean burning, reduces engine wear
- Indefinite shelf life
- Can use Propane supply for other appliances in home

HOW LONG WILL I HAVE POWER WITH PROPANE?

Typical home backup generators range in size from 7 kilowatts (kW) to 20kW. A 7 kW generator is powerful enough to run only the critical systems in a home. A homeowner would have to move up to at least a 15 kW system to enjoy their home just as they would with their regular electricity.

A 7kW generator will run for 66 hours, a 12kW generator will run for 36 hours on a 100 gallon tank at full load. Most of the time, the generator is operating between 25-75% capacity and the fuel supply will last much longer.

Warm Up With Someone Special

Enjoy the benefit of instant warmth from a new gas logset in your drafty fireplace. Units feature instant on/off and variable flame height with a battery powered remote control.

\$1699 PACKAGE PRICE INCLUDES

- 24" Burner (VFSV-24)
- Your choice of 5 log set styles
- Battery operated remote
- Up to 15' of gas piping
- Up to 3 hours of installation labor

Package price based upon installing appliance in a suitable masonry fireplace and connecting to your existing propane service. Additional work or costs required to install your appliance will be presented to you for approval before installation. Cost of permits where required and applicable state/county sales tax are not included in this price.





Customer Spotlight – Diemand Farm, Wendell Mass

For over 80 years, the Diemand family has operated a family farm in the quiet town of Wendell in Western Massachusetts. The farm has found a niche in raising and processing their own poultry which includes free-range chickens, turkeys and eggs. As the holidays approach, the large family joins together to keep up with demand for fresh, farm raised turkeys.

The farm was purchased in 1936 by Al & Elsie Diemand and operated primarily raising eggs and chickens. Raising a family of 6 boys and 6 girls, Elsie eventually became a grandmother within her own family and also to every guest and customer who visited the

farm. Osterman delivery drivers remember a time when after making a delivery, Gramma Diemand would never let them leave without having something to eat. The Diemand Grandma tradition still lives on as the five surviving sisters (now grandmothers themselves) still work together on the farm. During the fall, the farm ensures that every turkey is processed on site, hand dressed and personally inspected by one of the Diemand Grandmas.

The family tradition also includes help from the brothers, nieces, nephews and grandchildren who all work on a variety of farm duties beyond just birds. The Diemand Farm also operates a

commercial kitchen which provides catering services and hosts Smokehouse Dinners during the summer. The purchase of a portable sawmill now allows the farm to harvest and process lumber and a rather successful byproduct of their poultry production is the sale of high nitrogen compost.

The Diemand Farm has been a customer of Osterman Propane for nearly 25 years and we provide fuel for heating the egg house, brooder, emergency power, home heating, cooking and hot water for the commercial kitchen. To learn more, visit www.thediemandfarm.com.

The New Ostermangas.com Website

In order to help serve you better, we have updated our website. The new site includes a number of features that improve our technology and the information & services our customers are looking for.

Mobile Friendly - The new site is completely mobile friendly allowing you to access all of our content from a mobile or tablet device.

Important News/Weather Announcements - We will provide more timely general updates and announcements about how we are working to serve you through extreme weather or other adverse conditions.

Seasonal Updates - You will see more seasonal content relating to how customers use propane throughout the year.

New Offers and Incentives - Look for new offers for current and future customers who choose Osterman Propane.

EMAIL COMMUNICATIONS

During snowfall events or other emergency operating conditions, Osterman will send out email notifications with updates to customers who are expected to receive a delivery or have a pending service appointment. Ensure that you are able to receive such notifications by providing us with an up to date email address.

Upgrade and Save With Propane

A reminder that after a wild winter, it is still another season adding to the age of older heating systems and hot water heaters. If your heating system is 15+ years or hot water heater is 8+ years old, now is the time to consider replacing your oil or electric appliances with high-efficiency propane.

Here's a list of current incentives and rebates available to customers looking to upgrade to propane



OSTERMAN PROPANE

- \$300 customer credit for conversion of electric or oil fired hot water heaters to propane.
- \$300 customer credit for conversion of electric heating system or oil fired boiler or furnace to propane.
- \$300 customer credit towards the removal of your old oil tank when converting central heating appliance to propane.

Certain restrictions apply. Rebate amounts applied as a customer credit only.

PGANE

The Propane Gas Association of New England has rebates available toward the safe installation of new propane hot water and heating systems when switching from oil or electricity. Contact Osterman Propane for your eligibility into the program.

- \$300 towards the installation of a propane fueled hot water heater
- Additional \$300 for the installation of a propane fueled heating system

MASSACHUSETTS

The Massachusetts MassSave program is available to customers of participating electric utilities for high efficiency heating and hot water upgrades using Propane. Contact MassSave first to enroll in the program to qualify for rebates and financing.

MASSACHUSETTS (CONT.)

- \$1500 Boiler with an AFUE>90%
 - \$2500 Boiler with an AFUE>95%
 - \$750 Furnace with an ECM blower & AFUE>95%
 - \$1200 Combination Heating/HW Boiler AFUE>90-94%
 - \$2000 Combination Heating/HW Boiler AFUE>95%+
- Hot Water Rebates** - take advantage of the rebates below when you upgrade your domestic hot water appliance
- \$600 Tankless Hot Water Heater EF .87 or higher
 - \$500 indirect storage water heater when replacing a free-standing or tankless coil type

www.masssave.com

CONNECTICUT

Customers of Eversource or The United Illuminating Company (UI) can take advantage of 0.99% financing up to \$15,000 for qualifying home energy improvements. The CT Heat Loan Program allows customers to finance new heating and hot water equipment with easy payments on their monthly electric bill.

www.ctheatloan.com

Customer can also receive instant discounts on the purchase of qualifying equipment.

- \$75 Boiler circulator pumps with qualifying ECM motors
- \$250 Furnace with an ECM blower & AFUE>95%



Snow/Ice Removal

When heavy snowfall is predicted, we ask customers to ensure there is a clear path to their propane tanks. As snow melts or freezing rain falls, we ask customers to also keep an eye on their driveways and walkways. In order to help our drivers make safe and efficient deliveries to our customers please remove ice or salt/sand whenever possible.