



House Warmers

OUR GAP PLAN COMES THROUGH AGAIN!

Year after year our GAP Plan continues to provide the best value to our customers. Whether the market goes up or down, our customers benefit.



Over the years there have been so many ups and downs. This past season was one of those years where prices soared and our customers paid an average of 50-60 cents below regular market price. Many of you have also been on the GAP Plan during those years when prices dropped and you paid far below that season's ceiling price.

Every year we spend countless hours and exhaust every resource to purchase oil, and options to protect those purchases, in order to develop a plan for our customers. Even with the market value being over \$3.10 per gallon, we are proud to announce that this year's ceiling price will be **\$2.999** per gallon.



Remember that this is a ceiling price and not a fixed rate. If prices drop, your price drops. If prices soar, you pay no more than \$2.999 per gallon. The requirements for participating in the GAP Plan have not changed and must be abided by. You must maintain and pay for your annual service agreement and pay the annual GAP Program fee.

All deliveries must be paid within 10 days of delivery date unless you are on a balanced billing/budget plan. We look forward to bringing all of you the quality of service that you have come to expect from OSI and we thank you for your patronage. Have a great season!

NEW DELIVERY TICKETS!

If you received an oil delivery this summer, you have surely noticed that your delivery ticket looks very different than it did before. We have upgraded our trucks with new electronic meters.

Your new tickets will look more like the ones you get at the gas pump when you fill up your car. Electronic metering is the new standard in the fuel industry. If you have an email address on your account, you will also notice that your delivery ticket is automatically emailed to you as soon as your delivery is completed. So, don't be alarmed when you find an unfamiliar looking ticket in your mailbox.

Sometimes change is a good thing!





House Warmers

This will be my last article for the House Warmer series. It has been twenty years and nine months since I started working at **OSI Comfort Specialists**. The day I started, Alan and Richie Levi took me into their office and told me they had good news and bad news. The bad news was that they had cleaned house at Comfort Specialists and I only had one employee to oversee. The good news was I could hire anyone I wanted. I also had the option to train the existing OSI servicemen to service the A/C and natural gas customers they had received in the partnership with Haller and Burtis. I started by bringing in a mechanic who I worked with before, named Gus, and I trained an OSI mechanic, named Ed. Many of you might remember them. Along with Rita (who kept us in line and on track and has been a sounding board all this time) we began to build the company back. Within the year we had trained the rest of the OSI servicemen. All of them are top mechanics having been trained by some of the best managers I have ever met. We were well on our way to making Comfort Specialists what it is today.

Over the years I have met customers who are truly my friends. The Levis and the people I work with have

become family. Even with the customers with whom I have had disagreements, I was able to take away the insight that not every view is written in stone and compromise is not a bad thing. I thank you for the learning lessons. To Alan (who reached out to me more than once to come on board), Richie (who made me a better manager) and Marty (who always kept his word) thank you for allowing me to spend the last twenty years and nine months working for you. It has been an adventure. I will not be bored in retirement. My son, the Crown Prince, is looking to buy a house outside of Boston. My next adventure, he has informed me, is going to be buying the worst house in the best neighborhood and I, along with my wife, will be renovating it. Should be interesting.

Also, for crying out loud, **service your heating equipment before the season**. I have been saying this for twenty years and nine months. You know the reasons, don't make me say them again.

Thanks for listening, for one last time.

Mickey

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