



warm thoughts and cool ideas



from

WILSON

The People You Can Trust.

Heating Oil • Propane

Air Conditioning • Heating

fall 2009

PERSONALLY SPEAKING

helping you take control of your home energy choices

Dear Friends,

As a consumer myself, I appreciate it when a company I deal with on a regular basis is responsive to my needs and preferences. This is what we strive for at Wilson Oil & Propane. It's why we have invested a good deal of time and money in **finding ways to make it easier for you** to

buy your fuel, enroll in our programs and learn about our products.

As it does with everything else these days, technology plays an important role at Wilson too. This is reflected in **our new online system**, which puts you in the driver's seat when it comes to decisions about your home energy choices. Now you can log in and find a complete description of our price protection programs, and then choose the one that's right for you and



David O'Connell

enroll at your convenience.

You can also check your account balance online, as well as pay a bill, find out about new offers and services—and more. It is my hope that by giving you the power to learn about and participate in our programs, you will gain a greater sense of **control** over your home comfort decisions.

If you haven't already done so, please take a few moments to set up your Wilson Oil & Propane account online. Just go to WilsonOilAndPropane.com and click on "customer login."

Warmly,

David O'Connell



it's tune-up season!

We've already done more heating system tune-ups this year than last year. Our goal is to finish all tune-ups before it gets really cold so you can be confident that your system is ready to **keep you warm all winter**. And remember, a heating system that is properly tuned up can cut annual fuel bills by as much as 10%!

Please call today to schedule your tune-up (unless you have a service plan). As an incentive for you to act now, we'll take **\$25 off the regular price of a tune-up**. If you have a service plan,



\$25 off
the regular
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a tune-up

your tune-up is included and there's no need to call. We'll be calling you any day now to schedule a convenient date and time for your tune-up.

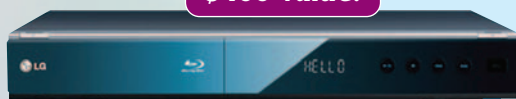
FYI: The Tune-Up and **Quality Check Program** we began three years ago has been a great success, and it's going even better this year. Under the program, a special Quality Team visits the customer's home to inspect the work being done. As a result of this initiative, we are seeing a steady rise in the quality of our service and installation work.

WIN a Blu-ray Disc Player!

Enter to win this amazing Blu-ray Disc Player! You not only get unmatched picture and audio quality; you can also wirelessly tap into streaming entertainment, direct to your TV from the Internet. There's no need to replace your DVD collection—they just look better on Blu-ray.

Read this newsletter and answer the questions on the reply card. All cards received by 12/31/09 with the correct answers will be entered in a drawing. **Five prizes will be awarded!**

\$400 value!



The LG BD390 Network Blu-ray Disc Player features integrated Wi-Fi Connectivity, Net Cast™ Entertainment Access and LG SimpLink™ Connectivity.

No purchase necessary. A purchase will not improve chance of winning. See enclosed card for details.

CFAL09-11023

★★★★★ tax credit central! ★★★★★

Wilson sells qualifying high-efficiency propane water heaters and more.

The federal government is currently offering an income tax credit of 30% (up to \$1,500) on eligible energy-efficient heating and cooling systems and water heaters. The bar for meeting energy-efficiency requirements is high: the credit applies only to systems that dramatically cut fuel use. Most companies may sell one or two systems that qualify for the credit, but we carry a wide range of qualifying equipment. Included are the Carrier® Infinity™ System, tankless propane water heaters by Noritz® and solar water heaters from Viessmann®. For more information visit our website at WilsonOilAndPropane.com.

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tankless water heaters from Noritz®

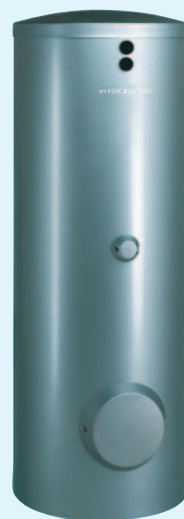
Get as much hot water as you need, when you need it, with a Noritz tankless water heater. By capturing residual heat to preheat incoming water, this unit increases water heating efficiency to 93% and



reduces carbon dioxide emissions. It is up to 70% more efficient than standard water heaters.

solar water heater from Viessmann®

Solar energy is the most environmentally friendly way to heat your water. Not only will you save 50% or more on your water heating costs, but you can also claim a federal tax credit covering 30% of the cost of purchasing and installing this system—without the \$1,500 ceiling that applies to the credits for making other energy-saving home improvements! State incentives for solar water heaters may be available too.



up to \$1,200 off select Carrier® Infinity™ Systems

These systems offer the perfect balance of temperature, humidity and air quality for unprecedented comfort and control all year long. The Carrier Infinity System constantly monitors



itself and adjusts for maximum comfort and efficiency. Depending on the age and condition of your present system, an Infinity System could save you as much as 34% on household heating and cooling costs. Save even more right now with Carrier's rebate offer—up to \$1,200—on an Infinity System ordered by 11/13/09 and installed by 11/30/09.

keep your indoor air clean and comfortable

It's estimated that most of us spend up to 90% of our time indoors. The problem with this is that indoor air can be up to five times more polluted than outdoor air, according to the U.S. Environmental Protection Agency. This indoor air pollution can aggravate allergies as well as asthma and other chronic respiratory conditions.

Another common indoor air problem is low humidity, especially in winter when a home's heating system is on most of the time. When indoor air heats up, humidity falls and the air becomes excessively dry. Dry air is uncomfortable, and it can have a negative effect on your health and cause damage to your home and possessions.

Fortunately, Wilson Oil & Propane offers a number of solutions to air quality problems, safeguarding your health and significantly increasing your comfort.



Aprilaire® whole-house humidifier

Have us connect a whole-house humidifier to your furnace, and you will not only solve dry air problems but save money too!

Higher humidity levels make your home feel warmer, so in the winter you can often turn down the thermostat and still feel comfortable. Aprilaire's whole-house humidifier is an eco-friendly steam humidification system; it uses up to 70% less water than conventional humidifiers while delivering more moisture.

Abatement Technologies filtration systems

This whole-house filtration system, which incorporates a HEPA (high efficiency particulate arresting) filter, will rid your home's air of particulate contaminants as small as 0.3 microns. An internal motor/blower unit pulls "dirty" air through the filtration unit, and its super-efficient filters remove up to 99.97% of the particles passing through. The result: indoor air that is cleaner, fresher and healthier.



propane beats electricity hands down

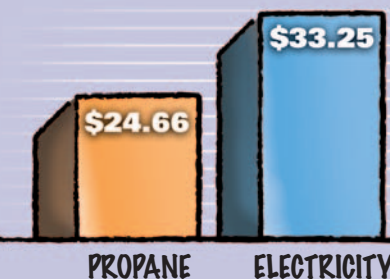
When you stop to think about it, it's really amazing how many household appliances that run on electricity can also run on propane—from your furnace to your stove, and your clothes dryer to your water heater. Versatile propane is also extremely efficient.

When you compare the average annual cost, for a family of five, of using propane or electricity

for running a household, propane comes out 34% cheaper. And with electric rates rising almost everywhere, the gap will keep growing. For more about propane, go to WilsonOilAndPropane.com and click on "propane services."

prices for the Northeast through July 2009

cost per million Btu's



The more you switch from costly electric heating appliances to energy-efficient propane appliances, the more you save.

Source: U.S. Department of Energy

what if you lose power—for a day or more?

Fall is here and soon it will be winter. That means ice, snow and the potential for serious storms and power loss. Maybe you've been lucky so far, but have you ever considered what could happen if you lost power for many hours—even days?

Prolonged power outages aren't just an inconvenience. They can cost you a substantial amount of money and pose a health hazard too.

Wilson's chief financial officer, Cyril Devine, didn't want to run this risk, especially because he has well water, which depends on an electric pump. If he loses his power, he loses his water. So he decided to have a Carrier standby generator, powered by propane, installed.

Anytime Cyril's power goes out the generator starts up automatically and the power goes right back on. Not only does the generator keep Cyril's well pump going, it also keeps his house lit and his a/c and refrigerator running.



"I know Carrier's reputation for quality, and I also know our techs are the best, so that really made my decision a lot easier. Just knowing I have this protection gives me tremendous peace of mind."

—Cyril Devine, chief financial officer

For answers to all of your questions about standby generators, give us a call today or return the enclosed reply card.



P.O. Box 185, Wallingford, PA 19086

Call us! (610) 566-7600

visit our website at

WilsonOilAndPropane.com



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PRESORTED
STANDARD MAIL
U.S. POSTAGE
PAID
MPI



*No purchase necessary. A purchase will not improve chance of winning. See enclosed card for details.

committed to your comfort

At Wilson, our proactive approach helps ensure your continuous comfort, no matter what the season or weather. This is evident from the day you receive your fuel to the day you enjoy the warmth and comfort it provides. Here are a few ways Wilson looks out for you and keeps your home safe and comfortable.

improving the air you breathe

Wilson is a leader in indoor air quality. We carry a complete line of products to clean and purify the air that you breathe inside your home.

Carrier® Infinity Air Purifier

The award-winning Infinity Air Purifier doesn't just filter air; it captures and kills airborne pathogens, such as bacteria, viruses



and mold. This whole-house air cleaner purifies and repurifies indoor air as many as eight times an hour.

uv lamps kill germs, eliminate odors

Our state-of-the-art ultraviolet (UV) lamps deliver germicidal protection for your indoor air at an economical price. These units, which are designed to

supplement particulate filtration systems,

help control microorganisms like bacteria and mold, plus odors from cooking, pets and smoking.



vent alarms prevent spills

A vent alarm is a device attached to your fuel tank that makes a whistling sound to let our driver know when the tank is almost full, preventing an oil spill. As a safety measure, we cannot make deliveries to a tank that does not have a vent alarm.

On occasion, the vent alarm becomes clogged and does not operate properly, requiring repair or replacement. If we have

discovered that you do not have a working vent alarm, we have probably already contacted you about this. Please call us immediately so you don't miss a delivery and risk running out of heating oil.

save \$30 on tank protection and peace of mind

Your oil tank can look fine on the outside, but who knows how it looks on the inside? With our **TankSure®** program, your aboveground tank is thoroughly inspected with EPA-approved ultrasound equipment.*

The inspection only takes 30 minutes, and once we certify that your tank's walls meet proper thickness requirements, you'll receive a \$1,000 warranty towards the replacement of your tank if it fails a future inspection.

Another benefit of TankSure is PurFlow, an exclusive fuel additive that is added to your tank to prevent corrosion.

now just \$99

If you have one of our service plans, TankSure is included. If you do not have a plan, you are in luck. Right now we are offering \$30 off the TankSure service. Contact us today and we'll inspect your tank for just \$99!

Your satisfaction is our No. 1 goal. Please go to WilsonOilAndPropane.com to learn more about our products and programs. While you are there, please send us an email to let us know how we are doing. Thank you!

*Tanks must pass an initial inspection and ultrasonic test to qualify for TankSure.

