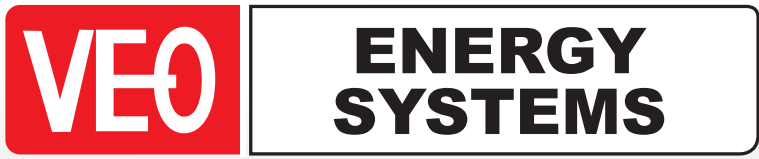


**YOUR
FULL-SERVICE
SUPPLIER!**



A Division of Van Etten Oil & Propane

**SAVE
\$125
ON BACK!**

SERVING OUR COMMUNITY FOR OVER 65 YEARS!



A QUARTERLY NEWSLETTER FOR OUR VALUABLE CUSTOMERS - WINTER 2010-11

Your Full Service Supplier

As a full service company, we invest in your safety and comfort. We are able to respond to a problem with your heating system in the dead of night, in the pouring rain or in a wintery blizzard. Our delivery vehicles are tested and inspected regularly, and our technicians undergo regular training. When you call VEO Energy Systems, a live person answers the phone. We inspect and test your oil tank, we provide you with an annual tune-up to save on your fuel consumption, and most importantly, we care.

Do not be fooled by a lower price; we can work with you to make your payments affordable, and there are financing options available for any budget. When you heat your home with VEO Energy Systems, it's not just the price per gallon that matters, it's the peace of mind in knowing that no matter what issue arises, you will be taken care of.

From our home to yours, have a safe, happy and healthy New Year.

VEO Energy Systems

VEO ENERGY SYSTEMS HAS ALL YOUR HEATING AND COOLING SERVICES!

▶ OUTSTANDING SERVICE AND INSTALLATION DEPT:

- 24 Hour Emergency Service
- Temp-Alert™ Home Freeze Protection
- The TankSure® Program
- Burner Service Agreements
- Geothermal Heating/Cooling

▶ PROPANE:

- Cooking
- Hot Water
- Heating and More!

▶ V-FORCE PREMIUM FUELS:

- Premium Fuel Oil
- K-1 Kerosene
- Winterized Diesel
- Off-Road Diesel
- Gasoline

▶ MANAGE YOUR ACCOUNT ONLINE:

- Order Online
- Pay Online
- Automatic Delivery
- Market Rate & SmartCap™ Budget Plans
- SmartCap™ Price Protection Plans
- Solar Heating
- Central Air Conditioning
- Radiant Floor Heating
- Sales-Service-Installation



ENERGY SYSTEMS

A Division of Van Etten Oil & Propane



Importance of an Annual Tune-Up

Gain the benefit of using less fuel while enjoying better comfort and reliability. VEO Energy Systems tune-up is for all types of heating equipment and fuel types.

A well running heating system can save up to 10% per year on fuel expenditures, but that is not all. When your system is tuned and maintained properly, it is an investment in equipment longevity. Your heating system is the most important "appliance" in your home, and one of the most costly to replace. You can keep it running reliably, efficiently, and safely with an expert tune-up from one of our certified technicians.

NO HEAT Checklist

Nobody wants to run out of heat, especially during the cold winter months. If you do experience a NO HEAT emergency, run through this checklist and see if you can locate the problem.

- Is the red emergency switch on?**
- Is there enough oil or propane in your tank?**
- Is the thermostat set above current room temperature?**
- If your thermostat is electronic, are the batteries dead?**
- Press the RELAY RESET button on the relay box located on your heating system. ONLY PRESS ONCE.**
- Check the fuse boxes for blown fuses or circuit panel for tripped circuits.**
- Check burner switches - be sure they are in the "on" position - there is one near the burner and usually one at the top of the basement stairs.**

If you still do not have heat, give us a call at (845) 794-5511.



Simple & Useful Household Remedies

- If you clip your dog's nails a bit too close to the quick, keep corn starch on hand, it will quickly stop the bleeding.
- Olive oil is an excellent eye make-up remover. Dab a cotton ball on top of the bottle and gently rub the cotton ball around your eye until the eye make-up is gone.
- Refresh your garbage disposal with a few pieces of lemon. Not only will you clean out the residue, you will be able to enjoy a fresh citrus scent.
- Transform the unused surface of an inside kitchen cabinet with chalkboard paint. Write the menu for dinner or notes about after school activities.

A Friendly Reminder

During the winter, please clear a path to your fill pipe so our drivers can deliver your fuel. It is always a good idea to make sure your driveways are plowed and sanded to make sure you receive your fuel deliveries on time.

Remember, if a fuel truck cannot access your driveway, chances are an emergency vehicle could not either. An accessible driveway ensures your home stays warm and safe all winter long.

Thank You!



VEO Energy Systems has recently introduced a valuable new service, The TankSure® Program. This Program evaluates and ultrasonically inspects your above ground oil tank for signs of wear and corrosion.

Heating oil tanks typically corrode from the inside out. Your tank may look perfectly fine from the outside but it could be wearing excessively thin. The testing (similar to a medical ultrasound) allows us to give you a sense of security – or advance warning that a problem may be on the horizon.

ALL SCHEDULED TUNE-UPS & SERVICE PLANS INCLUDE THE TANKSURE® PROGRAM FREE!
CALL (845) 794-5511 TO SCHEDULE TODAY!

NORMALLY A \$79.95 VALUE

VALUABLE BENEFITS INCLUDE:

Qualifying tanks receive a \$1,000 tank replacement payment to help cover the cost of a replacement.

Qualifying tanks can earn discounts on their homeowner's insurance policy because of it's risk reduction.

EPA Approved Testing Technology. Ultrasonic equipment detects the level of corrosion inside oil tanks.

Helps protect your home, your biggest investment, your property and our environment. Proactive replacement can help avoid costly remediation expenses.

Inspects common tank components such as legs, seams, fill and vent pipes, oil lines and vent whistle.

Ultrasonic inspection of tanks thickness at the bottom evaluates when a proactive replacement is necessary BEFORE the tank leaks.

Propane & Your Home

When used as a home energy source, propane gas fuels a variety of systems and products. It offers homeowners reliability, cleanliness, improved performance and, on average, costs half as much per BTU as electricity. Propane is warm and cozy, which is why approximately 8.1 million households use propane gas to fuel their home.

■ **Central Heating**

The cost of repairing propane gas furnaces is also lower than the cost of repairing electric heaters.

■ **Propane Hot Water**

Propane gas water heaters cost approximately \$10 less per month to operate than comparable electric units. On average, propane water heaters are 42 percent less expensive than electric heaters.

Over an average life span, propane gas water heaters can save homeowners nearly \$2,000 more than an electric unit.

Propane gas water heaters heat more than twice as much water in an hour as a comparable electric model.

■ **Relax by the Fireplace**

Sales of gas-burning fireplace units are increasing. In fact, some propane marketers report that nearly one-third of their new customers are coming to them specifically for propane hearth products.

Propane gas fireplace systems cost between 30 and 60 percent less per hour of operation than wood burning fireplaces.

Propane gas fireplaces emit 40 times fewer emissions than wood-burning units and cost less to operate.

Propane gas fireplaces can be turned off easily with a switch, eliminating concern about remaining embers.

VEO'S Referral Program

Refer a friend, family member or neighbor to become a VEO Energy Systems Automatic Delivery Customer for 2 YEARS and receive **\$10 OFF** your next **5 Oil Deliveries!**

VEO ENERGY SYSTEMS
A Division of Van Etten Oil & Propane

DATE: TODAY'S DATE

AMOUNT: **\$10.00**

PAY TO THE ORDER OF: **VEO ENERGY SYSTEMS CUSTOMER**

AMOUNT: **TEN DOLLARS OFF HEATING OIL DELIVERY AND 00/100 *******

MEMO: THANKS FOR BEING A GREAT CUSTOMER

SIGNATURE: *Eli Van Etten - VEO Energy Systems*

EXPIRES: **APRIL 30, 2011**

GIVE US A CALL TODAY OR CHECK US OUT ONLINE
(845) 794-5511 · VEOEnergySystems.com

This is not a real check but rather a coupon toward \$10 off the price of delivery.

VEO Energy Systems · 79 St. John Street · PO Box 1440 · Monticello, NY 12701 · (845) 794-5511 · VEOEnergySystems.com



OFFER EXPIRES APRIL 30, 2011



ENERGY SYSTEMS

A Division of Van Etten Oil & Propane

PO Box 1440
79 St. John Street
Monticello, NY 12701
(845) 794-5511 VEOEnergySystems.com

Call our office to discuss service options that best fit your budget and lifestyle.

Toll-free: (888) 301-9562

Local: (845) 794-5511

Web: www.VEOEnergySystem.com

Office Hours: M-F 8:00AM to 4:00PM

24 HR Emergency Service & Delivery

WE ACCEPT:



A Division of Van Etten Oil & Propane



SERVING OUR COMMUNITY FOR OVER 65 YEARS!

*A QUARTERLY NEWSLETTER FOR OUR VALUABLE CUSTOMERS
WINTER 2010-11*

Thank You for being a VEO Energy Systems Customer!

We look forward to bringing you quality service, products and prices. Please call us today for scheduling a tune-up, information about a product or service, or if you have any other heating related question!



GREAT SAVINGS!

Clip and Save with VEO Energy Systems!
Redeem any of these coupons when submitting your payment.

SAVE \$125!

\$100 OFF

A/C OR HEATING SYSTEM INSTALLATION

CALL (845) 794-5511 AND MENTION CODE:NL201100



EXP. 4/30/2011

\$15 OFF
SERVICE CONTRACT

CALL (845) 794-5511 AND MENTION CODE:NL201015



EXP. 4/30/2011

\$10 OFF
OIL TUNE-UP

CALL (845) 794-5511 AND MENTION CODE:NL201010



EXP. 4/30/2011