



SANTORO OIL COMPANY

Santoro Family of Companies

◀ WE KEEP YOU WARM ▶

www.santorooil.com

401-942-5000 • 800-232-0650

Spring 2012

From Our Family To Yours

GENERAL OFFICE HOURS

January 1, 2012 thru December 31, 2012

Monday thru Friday

8:00 am – 4:30 pm

Don't forget, we continuously maintain 24/7 Emergency Service Coverage YEAR ROUND!

SELLING A HOME • BUYING A HOME • SELLING A HOME • BUYING A HOME • SELLING A HOME

Get paid for the oil remaining in your oil tank!

Santoro Oil offers a free tank measurement certificate service which you can provide at the closing sale of the home to be reimbursed for the value of fuel remaining in your oil tank.

Please call our office today to schedule an appointment.



A MESSAGE FROM THE GENERAL MANAGER

Spring time is almost upon us and we would like to take a moment to thank you for your loyalty this season.

This winter proved to be one of the mildest on record. With 4th Quarter (October-December) temperatures approximately 33% warmer than average for Providence County. That equates to about one oil tank less consumption for the average heating oil user or about a \$700 savings!

We have many exciting happenings to tell you about in this edition of our Spring Newsletter! The one we are most excited about is our new website, www.santorooil.com. Our newly redesigned website has all the information you need to make an informed decision about all of your energy needs. It has extensive company information as well as industry

information that is helpful to all visitors. The new website also contains an enhanced customer web portal which features an online bill payment option (accepts Visa, MasterCard, and Discover), ability to view your past delivery history, and you can schedule an annual tune-up! Check us out online today!

Also found in this issue is information for the 2012 Providence Home Show, as well as free programs like our Smart Pay and Tank Certificate programs.

We recognize that our customers are the lifeline of our company and we continuously strive to provide you the best in home comfort that the industry has to offer. Please take advantage of all our offerings and advice in this season's Newsletter!

— Matthew Volpe



Santoro Oil Customer Spotlight



Meet Bill Bastan, a 25 year Grande Oil customer who joined the Santoro Oil family of companies when Mario Grande, of Grande Oil, came aboard our staff last summer. Mario and his family ran Grande Oil for 73 years before joining the Santoro team and Bill Bastan has been a loyal customer for 25 years. Bill recently had Santoro Oil replace his furnace and has been raving about the results. Bill stated "They arrived on time, covered the floors, removed our old boiler and replace it with a new Weil-McLain unit. We have been very satisfied with our dealings with Santoro Oil, and it's good to still see Mario."

We would like to thank Bill for his continued loyalty and dedication in the past and for years to come!

If you are a long time customer of Santoro Oil please call us at 401-942-5000 or visit us at www.santorooil.com to share your story. You could possibly be featured in our "Customer Spotlight" in a future newsletter.

ONLINE BILL PAY NOW AVAILABLE

We now offer the ability to view your account and make payments online.

Other options available include: view your previous delivery and payment history as well as schedule a tune-up.

Please visit our website www.santorooil.com to setup your On-Line Customer Account or call our Customer Service Representatives now!

We look forward to your visit!



SANTORO OIL COMPANY

Santoro Family of Companies

- Providence
- Attleboro/Plainville
- Tiverton
- Narragansett



101 Corliss Street • Providence, RI 02904

Please visit our redesigned website www.santorooil.com

EMPLOYEE SPOTLIGHT

Danny & Steve
"Our Installation Experts"



At Santoro Oil Company, our installation department is second to none. We are fortunate to have installers who have been dedicated to our company for many years. They are manufacturer trained, certified, extremely experienced, and very particular in their work. We are proud of the quality these installers exhibit. Product representatives are constantly keeping them abreast of new techniques and advanced installation products.

The first step in selecting new equipment starts with a proper estimate, which is provided at no charge. Our crew of Danny Moretti (left) and Steve Simas (right) bring

over eighty years of experience to our installation department. Many of our customers have already had the pleasure of meeting them. You may have met them at an estimate, they may have been there installing your new equipment, or you may have seen them manning the booth at the home show.

Danny is an expert in heating and air conditioning system design. He fabricates all duct work needed for all of our jobs, big or small. From complete systems, to adding to your existing system for improved airflow and comfort, Danny has the knowledge to make you comfortable.

Steve is an expert in all phases of heating and cooling. He especially likes the challenge associated with complicated systems. He not only comes out and assesses your needs to make sure we install the best equipment possible; you may also see him at your house if you have one of those "tricky" service calls.

Please give us a call for all of your heating and A/C needs, be it a new boiler or furnace, an air conditioning system, fuel oil storage needs, or water heating equipment. You deserve to experience the Santoro Oil difference.

SMART PAY PLAN...



New England winters are cold, and they put a heavy load on your household budget for a few months every year. Rather than digging deep to pay all those heating bills during winter, you can take control with the SmartPay budget plan from Santoro Oil.

When you choose our SmartPay budget plan, your estimated annual fuel bill is spread over even payments so you don't get hit with the bulk of your heating costs all at once. SmartPay can cut your winter heating bills in half! The best part about our SmartPay Program is there is no cost to enrol and you will receive an additional 5 cent per gallon discount as long as payments are made by the 20th of each month.

For more information on our Smart Pay Plan, please visit www.santoroil.com or request more information on the return form provided below.

COMMUNITY HEALTH CORNER

CARDIOPULMONARY
WELLNESS & FITNESS CENTER
South County

Santoro Oil Companies is proud to encourage our customers to support the Center at **South County Hospital** during their fund raising for the **18th Annual Celebration of Life 5K Run/Walk**. The event, to be held on Saturday April 28, 2012 has been successful in funding a portion of the center. Designed to help those with diabetes, asthma, high blood pressure, high cholesterol, COPD and other cardiopulmonary conditions, the CWFC develops custom designed programs to help each individual achieve optimal wellness, health and fitness. To register for the event or for more info contact Nicole Manfredi, Special Events Coordinator at 401-788-1610 or nmanfredi@schospital.com.



to verify your participation at sales@santoroil.com

Santoro Oil will make a donation on behalf of each and every Santoro Oil customer who participates in this worthwhile event. Contact us to confirm your participation: sales@santoroil.com.

Santoro Oil is pleased to offer an extra donation to the CWFC for all our customers who participate in this event. For each of our customers who runs or walks at the event we will make a donation in their honor. Contact our office

The Santoro Oil Companies are proud to feature healthy activities which also promote social responsibility in this column. Please send any worthwhile and healthy events to our attention at sales@santoroil.com.

RATE THE RECIPE

DONNA'S CRANBERRY ORANGE NUT BREAD

Preheat oven to 350 degrees

In a large bowl mix the following:

- 2 Cups Flour
- 1 Cup Sugar
- 1½ tsp Baking Powder
- ½ tsp Salt
- ½ tsp Baking Soda

Whisk the following in a small bowl:

- 1 Egg
- ¼ Cup Orange Juice
- 2 Tbsp Vegetable Oil
- 1 Tbsp Grated Orange Peel
- 1 Orange (Peeled and Diced)

Stir contents of the Small Bowl into the large bowl just until moistened. Fold in 1-2 Cups of Cranberries (fresh or frozen) and 1 Cup of Walnuts or Pecans.

Spoon batter into a greased and floured loaf pan, bunt pan, or



muffin pan.

Bake at 350 degrees for 50-60 minutes or until toothpick inserted into the center comes out clean.

Cool 15 minutes before removing from the pan.

ENJOY!

This recipe was submitted by Mrs. Donna Santoro.

Why not take a moment and submit your recipe. If selected, we'll publish it in one of our upcoming newsletters.

SANTORO OIL For ALL of Your Home Heating Needs



Drawing Deadline is April 15, 2012

Please take a moment and **complete the form below** (red fields are required) so we can update and verify the information we have on file and at the same time you will be automatically entered into our drawing to win one year's free service on our Deluxe Plan.

We look forward to receiving your

Two winners will be chosen and posted on our newly designed website:

www.santoroil.com

LOOKING TO SAVE ENERGY?



Come see us at The Home Show at the RI Convention Center starting Thursday March 29, 2012 and ending on Sunday April 1, 2012. We will be exhibiting in booth #709 and will have on display all of the latest and greatest energy saving equipment. More importantly we will have our energy experts on hand to answer all of your questions. Make sure to stop by our booth to say hello, take advantage of giveaways, and get all of your questions answered.

General news

CONSERVATION TIPS

- Try installing a programmable thermostat* with multiple settings. This is a low cost solution for reducing energy consumption. (see form below for details)
- Make sure that your system is operating at peak efficiency with an annual tune-up.
- Dial back a few degrees. You'll save about 2% on your heating bill for every degree that you set back your thermostat full time.
- If your budget allows, **consider upgrading your equipment. Call for a free estimate.**
- Maintain the weather stripping on windows and doors around your home.
- Improve your home's insulation.
- Switch to fluorescent light bulbs.
- Close fireplace dampers when they are not in use.
- Save energy and use less water with low-flow faucets and shower heads.

OUR 12 POINT ANNUAL TUNE-UP CHECKLIST

Below are the 12 very important steps in our checklist that are performed by our State Licensed Technicians during the Annual Tune-Ups we perform.

- Vacuum and tune system with computerized combustion analysis and printout.
- Replace nozzle and test spray.
- Clean and adjust electrodes.
- Replace pump strainer and check pump.
- Check control safety lockouts for ignition or flame failure.
- Check safety timing on protector relay.
- Clean burner fan and cad cell.
- Clean oil motors, fan bearings and bearing assemblies.
- Adjust flame and draft.
- Drain low water cut-off and clean or replace site glass.
- Inspect blower belt where applicable.
- Check oil flow from tank to burner.

REMEMBER... Annual Tune-Ups are INCLUDED in our Service Plans at No Additional Cost.

IT'S TUNE-UP TIME...

Once-a-year tune-ups are the single most important way to keep your heating system running at maximum efficiency, which means burning less heating oil and lower heating oil bills by up to 10% annually. They also help catch problems (like oil tank leaks and clogged filters) before they become costly problems.

Spring is a great time to schedule your annual tune-up for your heating system. Call us today or visit us online at www.santoroil.com to schedule your appointment.

Ever wonder what our state licensed technicians do during your annual tune-up? Please see the 12 point checklist provided in the News column on the next page...

ENTER OUR RAFFLE:

Tell us a little more about yourself!

Please complete and return this form by 4/15/2012 to automatically be entered in a raffle to win a FREE 1 Year Deluxe Service Plan!

Name _____ Account # _____

Address _____

City _____ State _____ Zip _____

Primary Phone # _____ Cell /Work Phone # _____

E-mail Address _____

Refer A Friend Name _____

Primary Phone # _____ Cell /Work Phone # _____

E-mail Address _____

NOTE: We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

What would you like more information on?

Furnace Installation / Estimate

Boiler Installation / Estimate

Programmable Thermostat*

\$75 Cost per zone for all Deluxe & Supreme Plan Customers.

Air Conditioning Installations / Estimate

Air Conditioning Service

Service Plan Information

Supreme Plan

Deluxe Plan

Oil Fired Hot Water Heater Plan

Tank Guard Program