



# SANTORO OIL

- Heating Equipment Sales & Service
- Fuel Oil

SantoroOil.com



## Rhode Island:

101 Corliss Street, Providence, RI 02904

Call us! 401-421-4541 • 800-232-0650

## Massachusetts:

130 West Bacon Street, P.O. Box 2400

Plainville, MA 02762

Call us! 508-695-4300 • 800-398-3835

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PAID  
MPI

- ✓ win tickets to a Patriots game
- ✓ spread your bills, save 5¢ per gallon

## our training never stops

The skill of our service team is one of the ways we keep ahead of the competition and ensure your comfort and peace of mind.

All our service technicians are fully licensed and insured. To get a state burner license, they must complete a minimum of 280 hours of classroom training, get on-the-job training as an apprentice and then pass a state examination.

The training doesn't end there. Technicians participate several times a year in trainings



conducted by industry organizations. We also hold our own regular in-house sessions.

This commitment to training provides you with priceless peace of mind—because any work we do will be done quickly and expertly.

## SNAPSHOT

George Fantacone  
service manager



At one time or another, George Fantacone, our service manager, has done just about every job at the company—from delivery driver to service technician.

But what George enjoys most is working directly with customers.

“Handling home comfort challenges on a daily basis is part of the excitement of this job,” says George, who joined us in 1993 and has been our service manager since 2001.

Another part of George's job is training our technicians.

“I believe our training and experience are what sets us apart,” he explains. “And it's not just about technical issues. Our technicians are courteous and treat our customers with respect. Whenever we do work in a home, we wear shoe covers to protect floors and carpets.”

After work, George enjoys an occasional game of golf and spending time with his wife Pam and his two grown daughters.

## help with your heating bills

If at any time you have trouble making your payments, please let us know and we'll work out a solution. Here are other organizations that may also be able to help.

1. You may qualify for the **Low Income Home Energy Assistance Program (LIHEAP)**.

In Rhode Island, call 401-574-9100

or visit [energyri.gov](http://energyri.gov).

In Massachusetts, call 1-800-632-8175 or visit [massresources.org](http://massresources.org).

2. The **Good Neighbor Energy Fund** provides assistance for people who cannot pay their energy bills and do not qualify for federal or state funds.

In Rhode Island, call 401-490-0240 or visit [rigoodneighbor.org](http://rigoodneighbor.org).

In Massachusetts, call 1-800-334-3047 or visit [magoodneighbor.org](http://magoodneighbor.org).

## spread your bills, save up to 5¢ per gallon

There's still time to enroll in **Smart Pay!** We'll spread your heating bills into smaller, predictable monthly payments. Even if you need two deliveries in

the same month, you won't get hit with a huge bill. SmartPay customers also receive a price discount of 5¢ per gallon. To enroll, call us or return the enclosed card today.



From SANTORO OIL

FALL 2009

PERSONALLY SPEAKING

## quality service you can trust

Dear Friends,

**N**obody has been untouched by the current economic troubles, but hopefully we have turned a corner. Oil prices have been relatively stable after 2008's tumultuous market. Last year at this time, crude oil prices were about double what they are now!

Our company has been around a long time, and we plan on being here for a long time to come. We have dealt with volatile times before and know how to help our customers get through the worst.

We offer a range of products and services to make your life easier, including service

plans, tank protection plans, **Smart Pay** monthly payment plans and automatic deliveries. And we have the expertise and knowledge to help make your home more comfortable—and save you money at the same time. If you're having trouble keeping up with your heating bill payments, we can offer you solutions (see article on page 4).

### get a \$100 credit

You can help a friend receive the same great service, choices and peace of mind you get from us. To reward you for sending a new automatic delivery customer our way we'll give you a \$100 credit on your account. You can make your referral by returning the enclosed reply card or by calling us.

We look forward to taking care of you and your family and friends this heating season.

Warmly,

Anthony Santoro



## using technology to serve you better

Here's an update on what we're doing to make our service even more efficient.

1. Our new computer software provides you with a **reader-friendly delivery ticket**. (We've enclosed a sample ticket inside.)
2. We've equipped our drivers, and soon our technicians too, with **laptop computers** so they can easily access your account information and service history. Our vehicles also have **GPS devices** so if we need to make an unscheduled or emergency service call, we can dispatch the nearest driver or technician.
3. We will soon offer **paperless billing** via email and electronic payments through your credit card or debit card.



Keep reading our newsletter for updates!

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# WIN 2 VIP tickets to a Patriots game

Write and tell us about a time when our service team came to your rescue. Did you need an emergency oil delivery or service call? Or, did one of our office staffers solve a problem for you over the phone? Whatever it was, we would like to hear about one of those times when we came through for you.

We'll choose the **best service story** we receive as the winner of a VIP ticket package to a Patriots game, which includes two tickets to the game, plus two VIP pre-game passes and a parking pass!

The entry deadline is **Nov. 30, 2009**. You can mail your story to our office by using the enclosed reply card. Or email your story to **cs@santoroil.com**. In a future newsletter, we'll announce the winner and share some of your stories. The winner will also be announced on our website, **SantoroOil.com**.

