

# SEASONS

www.romanellioil.com • 631.956.1201

## President's Letter

# We've Moved ... NEXT DOOR!

For over 80 years, Romanelli & Son has expanded its services ... its product lines ... its fleet ... and its staff. We're proud of our success, but quite honestly, it's gotten a bit crowded here at 88 East Hoffman Avenue. Therefore ...

**To ensure the highest quality service possible, we've expanded our Lindenhurst headquarters by moving next door to 94 East Hoffman Avenue.**

We've outgrown our space due to new business – and we have you, our loyal customers, to thank for that!

**Here's some important information you should know:** Our dispatch and terminal operations will remain at 88 East Hoffman Avenue; however, all clerical and administration will move to 94 East Hoffman. **If you are coming to our office to pay your bill in person, please go to 94 East Hoffman (corner of Irmisch and East Hoffman).**

We note that an ever-increasing number of Romanelli & Son customers are paying their bills through online banking systems. While we are pleased to accommodate this method of payment, many online services are sending their payments to our dispatch and terminal operations. **In order to better serve you, and to avoid late or lost payments, please take a moment to update your online service to send payments directly to:**

**Romanelli & Son  
P.O. Box 544  
Lindenhurst, NY 11757**

**All correspondence should also go to P.O. Box 544.  
Please note that our telephone number remains the same:  
(631) 956-1201.**

Again, thanks for your loyalty. We look forward to continuing to grow, with services and products that exceed your expectations.

Sincerely,



Martin Romanelli  
President



**Please Keep  
Us Posted!**



Those little changes in life can mean a lot to quality service – and if we insist on one thing here at Romanelli & Son, it's quality service!

Please let us know if any of the following events have occurred in your household that might affect your energy usage, so that we may better serve you and your family.

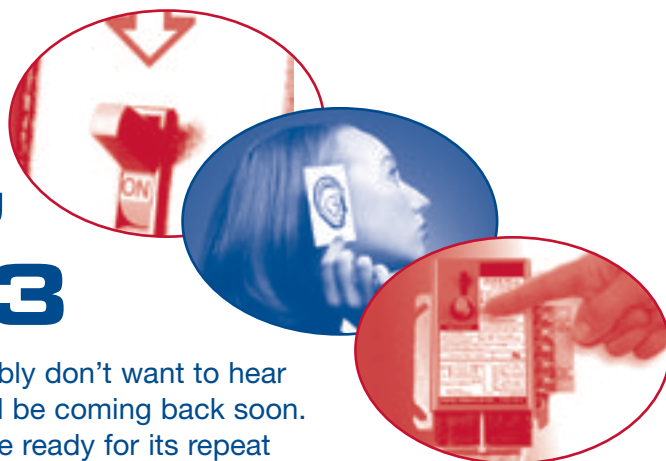
- \* Home renovations
- \* A new baby
- \* An elderly person moving in
- \* A college-bound student or grown child moving out
- \* Extended stay visitors

Also, please don't forget to inform us of changes to your home or cell phone number, email address, billing information, and if you plan to sell your home (if you're moving within our service area, we'd be happy to continue our relationship with you).

Let us know as soon as possible, while we're planning for the 2011-12 heating season. You may contact us online or call us at (631) 956-1201. Thanks for your cooperation.

## Testing

1,  
2,  
3



As much as you probably don't want to hear it, the cold weather will be coming back soon. Is your boiler or furnace ready for its repeat performance? Test it now and see! Just follow these three simple steps:

- 1. TURN UP:** Make sure the emergency switch is in the "on" position and turn up the thermostat at least 10 degrees higher than the actual room temperature.
- 2. TUNE IN:** Next, listen carefully. Within a few minutes you should hear your heating equipment hum into action.
- 3. SWITCH ON:** If the equipment doesn't start up, press the reset button on your burner's relay. Press it just once.

If your system still doesn't start, consider these points before calling us for what might be an unnecessary service call:

- Are the emergency switches on? (There may be two: one at the stairs and one at the boiler.)
- Did the fuse or circuit breaker for your equipment trip?
- Is the thermostat set properly?

If your boiler or furnace still won't start, don't hesitate to call us at (631) 956-1201. After all, we want to get you through the winter safe, snug, secure and satisfied!



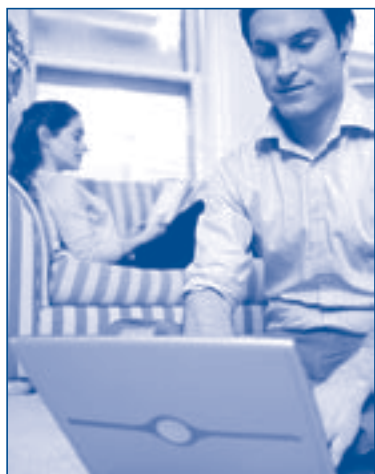


**Go Green  
with Us ...  
Send Us Your Email Address!**

**You could win an Amazon Kindle!**

In our continuing effort to go green, **we are now able to email you invoices, statements and other important notifications.** Help us help the earth by eliminating the amount of paper we all use – by sending us your email address. (Remember, in addition to receiving your statements via email, you can pay your bills online, too!)

All you need to do is **visit [romanelloil.com/email](http://romanelloil.com/email) and enter your email address or simply give us a call** and let us know.



Plus, we've got a great incentive – **when you send us your email address, we will enter you into 2 separate raffle drawings to win an Amazon Kindle worth \$139.00!**

By the way, **Romanelli & Son** will never share your email address or any other personal information with anyone else. We promise!

## Many Thanks to Our Super Staff!

Here is a recent letter from a satisfied customer and a reprint of from the "Random Acts of Kindness" column in the Lindenhurst edition of *South Bay's News* – both of which acknowledge our super staff members.



Dear Romanelli & Son,

Your service technician, Gus, just left after a tough troubleshooting problem with my hot water heater. It turned out to be a few problems, which combined to be a "suction leak" for the fuel supply.

I almost want to say that "not only did he fix it" (of course he did), but he said he was going to do some paperwork in the van and then come back and "make sure it was fixed." He was leaving nothing to chance. I guess he could have fixed just a problem or two and get it going again ... but apparently, that's not his style. He was incredibly thorough.

And, like every other Romanelli tech that has been here, he was extremely professional, pleasant and left my boiler room and equipment probably even a little cleaner than when he started.

At a time when it's tough to find, keep and motivate great employees, Romanelli seems to have it down pat.

Sincerely,  
Robert Sacklow

### Thank you to a local merchant who goes above and beyond the call of duty ...



I always enjoy reading your paper, and I especially like the Random Acts of Kindness section. A business that has shown my family and me much compassion is Romanelli & Son. They are so kind and generous. I'd like to especially mention Denise and Nancy from Romanelli. These great folks should be recognized!

- Anita Leonardo  
Lindenhurst, NY

## Do You Have a Funny Email Address?



**Enter This Contest and You Could Win a \$50 Company Credit!**

While we're in the process of collecting email addresses so that we may send statements to you electronically, **we will award a \$50 company credit to the customer with the funniest/most interesting email address.**

Send us a short paragraph about why you chose your email address and we will pick a winner. (We will not accept any inappropriate email addresses or stories, and all email addresses must be *yours* and *real*.)

**Please visit [romanellioil.com/email](http://romanellioil.com/email) and post your email address and story by October 31, 2011.** (Since we promise to keep all email addresses confidential, we will only publish the winner's username preceding the "@" sign, in the next issue of this newsletter.) No purchase necessary to enter and win. Good luck!

**ENTER OUR "FUNNIEST EMAIL ADDRESS" CONTEST TODAY!**

## Check Out Our Online Services **RomanelliOil.com**



On page 3 of this newsletter, we talk about how we're going green by embracing electronic communications and online payment. We can't talk enough about our online services – and if you haven't visited RomanelliOil.com lately, check it out now. You can ...

- \* **Pay online** for fuel or service using any major credit card, or enroll to make **automatic payments from your checking account**
- \* Arrange your periodic **tune-up** or any **non-emergency repair**
- \* **Request a delivery** of Oilheat
- \* **Request a FREE estimate** on a repair or installation
- \* Apply to **become a Romanelli customer** (Since you're already our customer, why not ask a friend to do so? You could earn a \$50 referral reward!)

While you're visiting our website, click on "**In the News**" and explore the latest international, national and local news and information on energy issues that affect you. **We're concerned about energy matters as much as you – and we're here to help you in every way we can.**