

We strive to provide you with the best quality products and service at a fair price with your satisfaction as our goal. For years we have built our business on hard work, honesty, and staying loyal to our customers. We feel it's time to thank those who have been loyal to us and have not succumbed to the temptations of "new customer incentives" that abound in the market place. Effective September 1st we will introduce a new loyalty program that is designed to reward our customers who stay with West Side Oil for their home heating oil and service needs.

The program is simple and you don't need to sign up. It applies to all automatic oil delivery customers who have been a customer for at least one year and account is current.

HOW IT WORKS:

For each year of your business with West Side Oil you automatically receive 1 cent off the market price per gallon of oil up to a maximum of 20 cents for 20 or more years of service. What is best about the program is that it is automatic and it applies to every gallon of oil purchased for the entire year. And oh by the way... if you are a senior citizen you still get the 2 cents off.

Our prompt pay program remains unchanged also... pay in full within 5 days of delivery and get 20 cents off per gallon. So a senior who has been an automatic delivery customer for 20 years and pays within 5 days of delivery will get a total of 42 cents off the market price per gallon! **It's our way of saying thank you for being a loyal customer.**

But the loyalty program doesn't end there.... In addition to the oil discount, our loyal customers (all automatic customers), will receive \$5.00 per hour off of all our labor rates which includes heating, plumbing, air conditioning and more. Plus... if you refer a new automatic delivery customer to West Side Oil you will receive a \$50.00 coupon good towards oil or service with West Side Oil. (Coupon will be sent upon the first delivery of oil to the new customer)

Remember, there is nothing to do as you are automatically enrolled in this program if you are an automatic oil delivery customer. (Please note that this does not apply to any other programs currently in use and is offered for such a time and under such conditions as the Company, in its sole discretion, may deem appropriate.)

We at West Side Oil (The Chapman Family. Skip, Lisa, Rich, John and Rachel) thank you for being a loyal customer and we look forward to many years of service to you. Please don't hesitate to call if you have any questions. Our office hours are 8am to 5pm Mon-Fri. 860-668-4322.

Sincerely,

Skip & Lisa Chapman