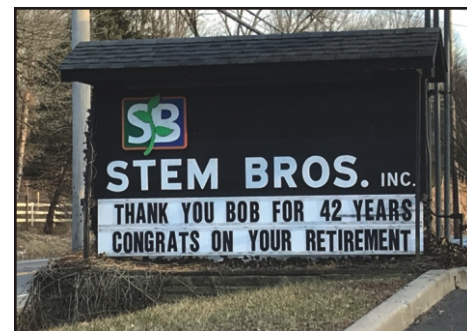


Stem Brothers

Naturally, Your Fuel & Home Energy Experts.

To Our Customers:

Change: *to make or become different*. Stem Brothers has seen a lot of change over the last seventy-three years; some of it welcomed and some not so much. Technology, infrastructure, regulations, prices, customers and employees are just a few examples of changes endured throughout the years. Every once in a while there is a change that affects us deeply and causes us to reflect on the past. In February, we bid farewell to Bob Weaver, our dispatch/service manager, as he embarked on his retirement (article below). Bob was a constant figure here at Stem Brothers for forty-two years. His positive attitude, work ethic and knowledge provided a solid foundation for a company that would grow and adjust through every change that came its way.



As we look back over the last year, there wasn't a great deal of change in product prices and supply and the weather was seasonal albeit a little windy at times. Heating oil and gasoline saw slight increases; as propane remained stable in both supply and price since the fall. Stem Brothers saw an increase in oil tank replacements this past year and as mentioned further in this issue - now is a great time to take a look at your oil tank. It's a good feeling knowing that sunny skies and warmer weather is upon us. The memories of cold, blustery, winter days are fading fast. We've put away our hats, gloves and scarves - opting for flip flops, tank tops and shorts. Before we know it, school will be winding down and summer vacations will be fast approaching. We hope that you enjoy the warmer weather, time with your family and friends, and remember that Stem Brothers is here for your energy needs all year round.

All the best,

Rick, Craig and J.D. Stem

Bob Weaver Retires after 42 Years of Service

Stem Brothers would like to extend best wishes to Robert "Bob" Weaver, who retired in February after forty-two years of service. Bob managed the Dispatch/Service departments at Stem Brothers since 1981 and prior to that delivered oil to the Flemington, Sergeantsville and Kingwood areas.



Bob at his desk - 1990's

Bob's last few days at the office were filled with celebration and visits from former co-workers, customers and family. Memories were shared, tears were shed and there were a lot of stories and laughs. One longtime customer came in to personally thank Bob for his helpfulness and commitment throughout the years. Bob will be greatly missed by Stem Brothers and customers alike.

Bob's position has been filled by Bennett Fogelberg. Benn, a former oil delivery driver, trained with Bob for over a year learning much about the position. Benn is looking forward to building new relationships with our customers and continuing to provide exceptional service. We wish Bob the best in his retirement as he travels, relaxes and spends time with family and friends.

Sign up NOW for the Easy Pay and/or CAP Plans

The Easy Pay Plan spreads your heating costs over 11 months, beginning in July.

Monthly payments can be made automatically with a credit card.

Receive a 5-cent per gallon discount on all gallons purchased during this heating season.

Enrollees in our Easy Pay Plan will be on automatic delivery service.

For additional price protection, consider enrolling in the CAP Plan or combine it with the Easy Pay Plan.

Call our office for more information or to enroll in one or both of these great programs!

www.stembrothers.com e-mail: heating@stembrothers.com

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John David Stem, II, Master HVACR Contractor Lic. #19HC00424600 PA HIC #PA032216



Protection at the Tank

Spring is the perfect time to begin repairs and maintenance around your home. We always think of replacing the batteries in the smoke detector, changing filters and uncovering the air conditioner; but have you considered looking over your oil tank to ensure it is in good condition? Even though oil tanks are



an important part of a home's heating system, more often than not, they are overlooked when completing routine maintenance. Don't let the first time you look at your tank be when it's leaking. Remember the old saying, "An ounce of prevention is worth a pound of cure."

By completing a visual inspection of your oil tank a few times a year, you

could be preventing a serious situation and avoiding costly remediation fees. Look for signs of wetness, rust or pin holes. Check the tank legs and ensure that they are stable. If you are uncertain about the age or condition of your oil tank - give Stem Brothers a call today. We will come out and perform an inspection and provide you with a no obligation quote for a tank replacement. **Take advantage of \$100 off with the enclosed coupon!**

You can add another level of protection by considering a ProGuard Service Agreement through The Powderhorn Agency. A ProGuard Service Agreement is designed to protect you should your oil tank accidentally release. Contact The Powderhorn Agency for more information or look them up on the web at www.powderhornagency.com.



Backup Generators -

The what, when, where & why

Over the last seven years our area has seen a surge in the installation of backup generators. Homeowners are choosing to avoid extended days without power when weather related events down trees and wires; making it difficult for utility crews to get the power back on. Families can now rely on their backup generator and have peace of mind knowing that they will have access to the things they need the most when there is a storm or other power issue. All you need to do is decide what your needs are!



A backup generator automatically turns on when there is a power failure to the home and will keep running until regular power has been restored. Depending on the size of the generator you choose, a backup generator can continue to power your entire home or only vital parts such as HVACR circuits, kitchen, and medical equipment. Backup generators come in a multitude of sizes and are installed by a licensed electrician. Stem Brothers has a variety of propane cylinders and tanks available to suit your generator requirement needs. If you already have a propane tank at your residence, we are sometimes able to connect to that. Please contact Fuzz Fazekas, our propane manager, to schedule a site survey.

Employee Milestones

Stem Brothers, Inc. is proud to recognize the following employees for their continued years of service.

| | |
|------------------|----------|
| Richard Harrison | 5 years |
| Jennifer Kersten | 5 years |
| Patricia Gardner | 10 years |
| Neil Boss | 15 years |
| MaryAnna Zdepski | 15 years |
| Nelson Miller | 20 years |
| Keith Opdyke | 20 years |
| William Fazekas | 30 years |

A Warm Welcome



Joining our staff over the past year: Zach Andrews and Anthony Logan.

www.stembrothers.com

Keeping You Cool



We are your home energy experts - not just during the winter months. Before temperatures start to rise, consider Stem Brothers for your routine Air Conditioning Preseason Checkup. An A/C preseason checkup is a great way to make sure your system is working to its fullest capacity. During a preseason checkup, the technician will service both the condenser (outside unit) and the air handler (inside unit) by clearing debris, oiling motors, and much more. Take advantage of the special price of **\$137.95** going on now until July 31, 2019. If you are in need of a new air conditioner or have been considering replacing an older unit; give Stem Brothers a call to schedule a free, no obligation quote. **TO REQUEST AN AIR CONDITIONING PRESEASON CHECKUP, PLEASE FILL OUT THE ENCLOSED CUSTOMER RESPONSE CARD, RETURN IT TO US AND WE WILL CONTACT YOU. THE CUSTOMER RESPONSE CARD CAN ALSO BE ACCESSED AND SUBMITTED AT www.stembrothers.com.**

Important Propane Safety Information

Pursuant to New Jersey state law (N.J.A.C 5:18) and NFPA 54 code standards, all propane tanks that experience any disruption of service (fuel run-outs, leaks, damage to equipment, etc.) will be 'locked off' until a gas safety leak test is performed by a certified Stem Brothers service technician. Once the system is deemed to be safe and free from any leaks; the service technician will place the system back in operation and relight any appliances. This will be a billable service charge, unless the tank was set up in our computer system on automatic delivery.



Here are some ways to avoid an empty propane tank and service call:

- Change your delivery status to automatic delivery.
- Call for a delivery well in advance of our 48 hour delivery window.
- Pay close attention to the tank gauge level when utilizing propane for auxiliary usage i.e., generators, gas log sets, pool heaters, etc. (Automatic delivery customers must contact our office to update our computer system with any extended usages with the aforementioned.)