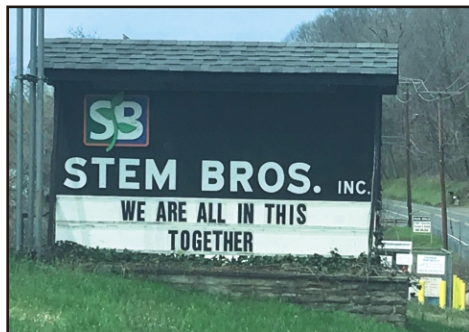


# Stem Brothers

## Naturally, Your Fuel & Home Energy Experts.

### To Our Customers:



We hope that you and your families are doing well as we try to understand and navigate through these new and uncertain times. The *everyday normal* as we knew it is now filled with a whole new set of rules and social norms which seem to be changing every few days. Our lives have been turned upside down by the novel coronavirus; however, with that, there has been so much good that has come from it. Our communities have banded together to support one another whether it be picking up groceries, sewing face masks, or offering online services so people can still attend a church service or do their favorite exercise or yoga class. These kind gestures are so inspiring and heartwarming.

Life here at the office has changed too. In March, we closed our doors to the public in an attempt to protect both our staff and customers. This has been the hardest change to get used to. Nothing beats the smile of a long-time customer or small talk about the weather or a news event. While our doors are not open, our hearts are and we hope that everyone is adjusting and praying hard for this to be over soon. We live in New Jersey - we are strong and we will get through anything that comes our way!

Stem Brothers continues to be here for you and your family. Our well maintained relationships with our suppliers afford us the ability to continue uninterrupted deliveries of fuel to keep you warm. Our dedicated service technicians are always ready to provide routine and emergency service should you need it. Our office staff is available to assist you over the phone with anything from taking a payment, putting out a delivery or scheduling a service call. The owners and staff at Stem Brothers, Inc. want to express their heartfelt appreciation to all of you and thank you for your continued patronage.

All the best,

*Rick, Craig and J.D.*

### Donna Carver Retires



**Donna Carver**

Stem Brothers is proud to announce yet another retirement this past year; that of Donna Carver. She retired in October after working for Stem Brothers for over nineteen years. Donna worked in Dispatch overseeing many tasks such as product inventory and sales, processing new accounts, customer service and back-up to the service manager. Donna also worked closely with all of the drivers and service technicians.

Donna has spent her entire life living and working in the Milford area. She and her husband, Tom, retired within one week of each other and are both looking forward to spending time together in their motorhome as they cruise around the country. Donna's position was filled by Karen Dille, who previously worked in the front office in accounts payable. Help us wish Donna a very happy and healthy retirement!



**Stem Brothers, Inc. is proud to offer a special discount for Veterans!**

*20% off of the price of an Annual Cleaning/Preventative Maintenance for oil or propane heating appliances.*

This offer is valid for current or new Stem Brothers, Inc. customers.

*Proof of veteran status required. Ad must be mentioned at time of scheduling a cleaning or preventative maintenance.*

*Not valid on parts, after hours calls or other offers or specials.*

*No cash value. One per household.*

[www.stembrothers.com](http://www.stembrothers.com) e-mail: [heating@stembrothers.com](mailto:heating@stembrothers.com)

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



## Service Behind the Scenes

Providing exceptional service to our customers is top priority here at Stem Brothers and it begins before we leave the yard. Scott Wydner, our Fleet Manager, along with his assistant, Justin Stem, oversee the fleet of oil, propane, kerosene and diesel delivery trucks and service vans that are part of our daily operations. Each vehicle requires both state and federal inspections along with routine service. This ensures that all of the vehicles Stem Brothers puts on the road are well cared for and safe.



**Scott and Justin**

Our newest addition to the fleet is the propane truck pictured, a 2020 Kenworth Tandem. The 5,000 gallon

vessel on this truck can hold 4,420 gallons of product which allows the driver to service more customers on one load; reducing downtime and vehicle wear & tear. This vehicle, as with all of the delivery trucks, is equipped with a TOUGH PAD. These heavy duty tablets travel with the driver from their desk to their vehicle and can do a variety of operations such as GPS, turn-by-turn directions, receive instant delivery tickets from dispatch and much more. Their wireless connectivity also allows office personnel to see when a delivery has been made.



Our fleet of trucks and vans is one of our most valuable tools and maintaining over forty of them is no easy job. Scott and Justin work hard to keep our drivers on the road; which in turn, assures our customers are comfortable throughout the heating season.

## NEW Online Account Options

Over the last few years, we have been working diligently on the **My Account** section of the Stem Brothers website in order to bring you more payment options. Aside from storing your Visa, Mastercard or Discover card to your online account; you are now able to view your account information, payment history, deliveries and cleaning records. You can use your stored credit card to set up automatic payments for deliveries, services and budget payments or to make a general payment. You can also set up one-time, future or recurring payments. Log-in to [www.stembrothers.com](http://www.stembrothers.com) to access your account or to register for a new online account. If you haven't already, please consider signing up for paperless billing - all we need is your email address. We hope you find these new features easy & convenient! Feel free to call the office if you have any questions or need help with your online account.

## Employee Milestones

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

<b>Karen Dille</b>	<b>5 years</b>
<b>Bennett Fogelberg</b>	<b>5 years</b>
<b>Wade Stem</b>	<b>5 years</b>
<b>Victor Smith</b>	<b>25 years</b>

### 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!

## A Warm Welcome



Joining our staff over the past year: Tracy O'Connell, Jackie Bradley, Lianne Possessky, Dave Coppola, Andrew Struening, Mick Amey.

## Carbon Monoxide Safety

Carbon monoxide, CO, is a colorless, odorless gas that can be harmful or fatal if inhaled. CO is present in the fumes that are created when fuel is burned for energy; for example: cars, stoves, furnaces, generators and fireplaces. When an appliance is properly vented, carbon monoxide is directed out of the home. If the appliance malfunctions or if the vent or chimney is blocked, CO can seep back into the home which can cause symptoms such as stomach ache, dizziness, headaches and weakness. If a person is exposed to CO for a long period of time, these symptoms can intensify causing you to pass out and/or die. According to the Centers for Disease control, "Each year, more than 400 Americans die from unintentional CO poisoning not linked to fires, more than 20,000 visit the emergency room, and more than 4,000 are hospitalized."



There are many ways to protect yourself from carbon monoxide poisoning. Installing a CO detector, like the one pictured, is the most effective option and is required by most, if not all, local ordinances. The National Fire Protection Agency recommends installing CO detectors on all levels of your home and at least one near bedrooms. A CO detector is designed to produce an audible alarm when certain levels of CO are reached in an area. Another way to protect against carbon monoxide poisoning is to complete an annual tune-up of your heating system and water heater. **TO REQUEST**

**A TUNE-UP, 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](http://www.stembrothers.com).**

## Important Propane Safety Information

Included in this year's newsletter is a brochure entitled *Important Propane Safety Information*. Please take a moment to read this brochure as it contains various topics and safety procedures. Also included, is a scratch & sniff section. The odor in the brochure is very similar to that of *Ethyl Mercaptan*; the odorant added to propane before it leaves a distribution site. Remember, propane is a colorless and odorless gas; therefore it is important to recognize this distinct smell as it could mean there is a leak. Propane is a highly efficient fuel source and has a less of an impact on the environment than some of its fuel counterparts. However, propane does require some extra steps to ensure things are safe. Keep in mind the topics discussed in the brochure and call our office if you suspect a leak or issue with your tank or propane-fired unit. **908-996-4441 or 908-995-4825**

