



Your Home Fuel News

Spring 2018

StemBrothers

Naturally, Your Fuel & Home Energy Experts.

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To Our Customers:

Riley, Quinn, Skylar and Toby...do these names sound familiar to you? They represent the four nor'easters that hit our area during the month of March. What an incredible ending to a winter that started out with more than fourteen straight days of highs below freezing and lows that hovered in the single digits. Those cold temperatures together with blowing winds made it feel like below zero more often than not. The extended period of cold temperatures had us asking, "Is this ever going to end?" Customers were beginning to see increased fuel usage and older heating units were beginning to show their age. News reports are saying that this is the new norm for winters in New Jersey due to a warmer Arctic. If that's the case, then preparing for winter isn't something that should fall by the wayside.



A peek outside of our window on the first day of spring.

At Stem Brothers, we want our customers to know they can always expect the best service even during the most extreme weather events. Over the winter, many other companies struggled to maintain filling their automatic delivery customers and/or delayed service for a few days or more. Stem Brothers, however, was poised and ready to go with ample fuel supplies, parts, heating units and an exemplary team of delivery drivers, service technicians and office staff. You can take steps now to prepare for anything Mother Nature has in store. We offer the Easy Pay Plan and CAP Price Protection Plan to help you manage your fuel expenses throughout the year. Take advantage of our Summer Special on an oil burner tune-up or Propane Performance & Safety Inspection. Call for a free estimate on a new boiler, furnace

or oil tank. We are dedicated to maintaining the same level of service Stem Brothers has prided itself on for over 70 years. We thank you for your patronage and look forward to a wonderful rest of 2018.

Rick, Craig and J.D. Stem

Easy Pay Plan - Your Budgeting Tool

Are you looking for a great way to prepare for winter fuel costs? Our Easy Pay Plan is designed to help you do just that. This plan spreads out your heating costs over an 11 month period, beginning in July. Monthly payments are based on a two-year average of prior gallons used or by a heat calculation on a new account. There are several benefits to the Easy Pay Plan such as:

- Enrollees in the Easy Pay Plan will be on automatic delivery.
- Monthly payments are due the 10th of each month and can be made automatically with a credit card.
- Enrollees will receive a 5 cent per gallon discount on all gallons purchased during the heating season at the end of the plan.
- The Easy Pay Plan can be paired with the CAP Price Protection Plan.
- Prior Easy Pay Plan enrollees are automatically re-enrolled every season; unless you tell us otherwise.

By enrolling in the Easy Pay Plan, you will avoid large fuel bills by paying down your heating expenses a little each month and even better - there is no fee to enroll in this program! Call the office today to get more details or to sign up.



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.

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

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Refer-A-Friend

Want to make a \$100?
For every new customer you refer to us that becomes an automatic delivery/credit approved customer - you will receive a \$20 credit on your account. Refer up to five new customers and get \$100!



(*Restrictions apply)



Employee Milestones

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

Michael Angelucci	10 years
Lois Muglia	10 years
John Rihl	10 years
J.D. Stem, II	20 years
Justin Stem	10 years
Dan Walsh	10 years

A Warm Welcome



Joining our staff over the past year: James Scaglione, Josh Andrews and Nick Wean.

www.stembrothers.com

CAP PRICE PROTECTION PLAN

Protect yourself from unexpected price increases by enrolling in the Cap Price Protection Plan. This plan ensures that you will know the maximum price per gallon that you will pay throughout the heating season on propane or heating oil. Here is how it works:

- Enrollees pay a non-refundable enrollment fee to secure capped price gallons of Bioheat fuel or propane.
- Enrollees in the CAP Price Protection Plan will be on automatic delivery, so you never have to worry about calling in your fuel order or possible run outs.
- Enrollees will have peace of mind throughout the heating season knowing you will always pay the lesser of either our daily posted price or the capped price; you no longer are subject to price spikes
- This plan can be linked with the Easy Pay Plan for one convenient monthly plan.
- There is a 5 cent per gallon discount for payments made within seven days of delivery.

Call our office, contact us online or return the enclosed customer response card for further information regarding this price protection plan.

Maintaining your boiler or furnace is as important as changing the oil in your car. Routine maintenance can extend the life of your equipment, improve efficiency and save you money on fuel and costly repairs. Our service technician will change the oil filter, nozzle and pump strainer. He will also clean the base of the chimney, smoke pipe and flue passages, oil motors and check the draft. Call now to request a tune-up and take advantage of the special price of **\$113.95** - valid until July 31st.

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.

What's New with Shammy Shine

Coming Soon to Palmer, PA

This new Shammy Shine location is set to open in June 2018. It will offer the Unlimited Wash Club, Free Vacuums and Non-Profit Fundraiser Opportunities.



'Northwood Center'
2640 Kingston Rd
Palmer, PA



TECH CORNER

Over the last year, we have made several changes to our website payment portal. Customers are now able to store a Visa, MasterCard or Discover Card on their online account - making it easier than ever to pay for deliveries, service invoices or Easy Pay payments. Log-in to access your account or to register for a new online account at www.stembrothers.com.

Also, in our continuing effort to "Go Green", Stem Brothers is working on a paperless database. 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.



Weil-McLain GOLD - Advanced Technology in residential oil-fired boilers. A new GOLD boiler is designed for high efficiency so you'll use less oil. It's made of cast iron so you can count on years and years of dependable operation. And it's made by Weil-McLain - the name you can count on for quality and reliability. Call us now. We'll check your present heating system - before winter sets in - and let you know if it's time for you to Go for the GOLD.