

welcome to
COMOcountry

DELIVERING A LOT MORE THAN FUEL.

ISSUE NO. 12
WINTER / 2009

Como's Project Pink to support Women Rock

It has been just over one year since Como first went pink in an effort to support the fight against breast cancer. To raise awareness and money to combat this devastating disease, Como painted one of our propane trucks pink and donated one penny for every gallon delivered by the pink truck to the American Breast Cancer Foundation. Team Como is elated to report that the total amount donated so far exceeded \$9,000.

This year in an effort to enhance the care given to breast cancer patients in our region, Como has chosen to contribute our annual donation to the Women Rock organization. Managed completely by volunteers, Women Rock began in 2004 and since their inception has raised over \$150,000.

"We were so pleased when we got the word that Como Oil and Propane had agreed to partner with Women Rock," said Christy Case-Strohm, Event Coordinator for Women Rock. "There is a lot of work being done in our

community to fight breast cancer and we are so grateful that Como has decided to help fund that fight. We are really looking forward to our partnership with them!"

All of the funds raised by the Women Rock organization will benefit women with breast cancer through St. Luke's Foundation and St. Luke's Breast Center. The mission of St. Luke's Breast Center is to provide high-quality, comprehensive breast care education, screenings and services with the ultimate goal of reducing the number of lives breast cancer claims every year.

"We are so grateful for this new relationship with Como Oil and Propane," said Catherine Carter Huber, Executive Director of St. Luke's Foundation. "The pink Como truck is a year-round, striking reminder for breast cancer awareness and prevention. Their commitment to and support of St. Luke's Breast Center will provide educational materials, assistance and support for patients who are newly diagnosed, currently in treatment and recovering. Como not only warms homes, they warm hearts!"

**WOMEN
ROCK** 
in the fight against breast cancer

You, too, can help Como in the fight against breast cancer by continuing to be a valued customer and by going online to www.comoilandpropane.com to make a donation to Women Rock or by purchasing some of Como's pink apparel items. All of the proceeds received from the purchase of Como's pink clothing sales are donated directly to Women Rock.



WILL-CALL CUSTOMERS

PLEASE HELP US
SERVE YOU BETTER

KEEP THESE GUIDELINES IN MIND
WHEN ORDERING YOUR NEXT FILL.

MINIMUM DELIVERY REQUIREMENTS

Como will be happy to schedule a delivery to your home should your delivery meet the following guidelines:

- Oil customers – 150 gallons or more
- Propane customers with a 120 or 250 gallon tank – when you are ready for a fill
- Propane customers with a tank size greater than 250 gallons – 200 gallons or more

Please note: A good rule of thumb is to call Como for a fill when your propane tank reaches 20% or your oil tank is 25% full

FIVE-DAY DELIVERY

Under normal circumstances, Como does not make same-day deliveries. Please plan ahead and allow five days for fuel delivery.

RUN-OUT FEES

Our fuel run-out fees are as follows:

OIL CUSTOMERS

- \$159.95 delivery and furnace start-up charge

PROPANE CUSTOMERS

- \$159.95 delivery and system check charge if during normal business hours
- \$199.95 delivery and system check charge if after business hours or on the weekend

Como encourages customers to take advantage of the many benefits of becoming a scheduled delivery customer. Scheduled delivery customers save money on every gallon, and never have to worry about running out of fuel. If you have any questions, please call your local Como office.

Clip and Save!

COMO COUPON

Will-call customers – take 10¢ off per gallon when you become a scheduled delivery customer.

Call your local Como office for details.

Como encourages all customers to take advantage of our scheduled delivery service

Many of our customers enjoy the convenience of Como's scheduled delivery service. This eliminates the inconvenience and guesswork of watching your own fuel gauge, predicting your fuel needs and the possibility of running out of fuel at the worst possible time.

In addition to the convenience of being a scheduled delivery customer, Como's scheduled delivery service offers customers these additional benefits:

Lower price per gallon – scheduled delivery customers save 10 cents per gallon compared to will-call customers on every gallon of propane or fuel oil. That averages out to a savings of \$80 – \$150 each year. Over 10 years, these savings could add up to one free heating season!

No run-out fees – will-call customers who run out of fuel are charged a delivery and system check fee up to \$199.95. These charges do not apply to scheduled delivery customers whose account is in good standing.

Priority status – If a fuel shortage were to occur, getting fuel to scheduled delivery customers would be Como's first priority.

Frequently asked questions about scheduled delivery:

How do I become a scheduled delivery customer?

Call your local Como office or visit us anytime online at www.comoilandpropane.com. We'll be happy to set you up and answer any questions you have.

How do you know when I need a fill?

Every home is unique. There are many factors that affect your fuel consumption: size of your home, number of appliances, the frequency of their use, equipment efficiency, personal habits, etc. Your unique usage is calculated along with the number of "degree days" predicted to determine the best time to make your next delivery. We also use the latest tank monitoring technology, which determines the best time for your next fill.

Will my heating costs be higher if I am a scheduled delivery customer?

No. Scheduled delivery customers save money on every fill compared to will-call customers (10 cents per gallon). However, scheduled delivery customers receive fewer fills each season with more gallons being delivered at each fill. This may cause the bill for one fill to be higher than what you were used to as a will-call customer, but annual costs will be less.

To help our customers budget for their annual heating costs, Como offers a Budget Pay program where customers can spread their heating costs out over 8 – 12 months, similar to other monthly payments, such as mortgage, phone and electric bills.

Como's scheduled delivery system is designed to serve you as efficiently as possible, giving you lower prices and ensuring you have fuel when you need it. For more information or answers to your questions, please call your local Como office. We look forward to talking with you!

Important Propane Safety Information

WHAT TO DO IF YOU SMELL GAS



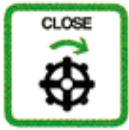
1. NO FLAMES OR SPARKS!

Immediately put out all smoking materials and other open flames. Do not operate lights, appliances, telephones or cell phones. Flames or sparks from these sources can trigger an explosion or fire.



2. LEAVE THE AREA IMMEDIATELY!

Get everyone out of the building or area where you suspect gas is leaking.



3. SHUT OFF THE GAS.

Turn off the main gas supply valve on your propane tank if it is safe to do so. To close the valve, turn it to the right (clockwise).



4. REPORT THE LEAK.

From a neighbor's home or other nearby building away from the gas leak, call your propane retailer right away. If you can't reach your propane retailer, call 911 or your local fire department.



5. DO NOT RETURN TO THE BUILDING OR AREA until your propane retailer determines it is safe to do so.



6. GET YOUR SYSTEM CHECKED.

Before you attempt to use any of your propane appliances, your propane retailer or a qualified service technician must check your entire system to ensure that it is leak-free.

WORKING ON PROPANE SYSTEMS IS NOT A DO-IT-YOURSELF JOB

Only a qualified service technician has the proper training to install, inspect, service, maintain and repair your appliances. Call your local Como office to have your appliances and propane system inspected each year by one of our qualified service technicians.

HAPPY HOLIDAYS

Como wishes you and your loved ones a safe and happy holiday season! Thank you for allowing us to serve your heating needs. We appreciate your business. Cheers to a wonderful new year!

Como Customer Profile

Dear Como,

My wife Jan and I were heading out to Montana for a hunting trip when we noticed our oil tank was less than a quarter full. We called your Duluth office knowing you would follow through with quick service and we left town without any worries.

When we came home our tank was full and our house was warm. Thank you for being so reliable. We appreciate knowing we can always count on Como!

Sincerely,

*Jon and Jan Polecheck,
Duluth, MN*

Congratulations to Jon and Jan on your hunting success with two buck antelopes and two buck mule deer!

Safety tips for heating fish houses

Propane is the fuel of choice used for heating, lighting and cooking in fish houses all across our region. While propane is a safe and efficient fuel, each year a few sportsmen and their family members suffer needless injuries, illness or even death by not following safety procedures in the handling of propane cylinders and the installation of propane heaters.

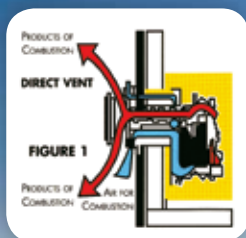
FRESH AIR

In order for propane to be burned and used as a heat source, it must have an adequate amount of oxygen for the combustion process. Fish houses are small in size and contain only a minimal amount of oxygen.

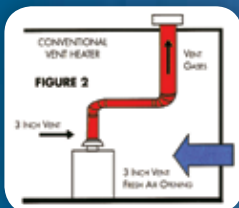
Each fish house that uses a conventional propane heater to supply heat should be provided with one opening within one foot of the floor of the structure to ensure a supply of fresh air. The opening should be a minimum of the same diameter as the vent of the heating appliance.

The fresh air inlet allows the heater to receive enough oxygen for proper combustion and provides air needed for the venting process. If adequate fresh air is not supplied, vent gasses containing **carbon monoxide** could spill into the fish house jeopardizing health and life.

The Minnesota Propane Gas Association recommends that a **vented heater, either direct vent (figure 1) or conventional**



vent (figure 2) be used when heating fish houses. Direct vent heaters draw fresh air from outside your fish house for combustion and exhaust fuel gasses outside.

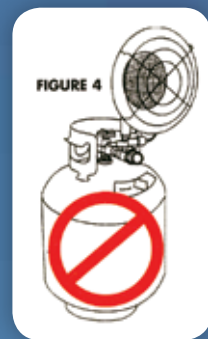


Conventional vented heaters and vent-free heaters (**figure 3**) use fresh air from inside the fish house for combustion. Because of the small area inside the fish house, the oxygen level may become too low to support proper combustion, creating a poorly venting heater, and/or producing deadly carbon monoxide. **These types of heaters must be installed according to manufacturers' recommendations and special attention given to providing fresh air for combustion and ventilation.**



Vent-free heaters such as **figure 3** must incorporate an Oxygen Depletion Sensor (ODS) system as part of the heater to be

considered for use in fish houses. ODS systems shut off heater functions when oxygen supply reaches an unsafe level. It is important to provide a fresh air opening into the fish house for proper combustion and ventilation.



SUNFLOWER-TYPE HEATERS ARE NOT RECOMMENDED FOR USE IN FISH HOUSES.

Sunflower-type heaters (**figure 4**) are approved for outdoor use only, and have no safety systems to prevent oxygen depletion or carbon monoxide poisoning.

QUICK TIPS FOR SAFETY

- Only use heaters that are listed and approved for indoor use in your fish house
- Follow manufacturers' installation recommendations
- Check all gas connections for leaks
- Keep propane cylinders OUTSIDE!

** WARNING **

KEEP PROPANE CYLINDERS OUTSIDE

Propane cylinders used to heat your fish house should always be located outside the fish house and connected to the heater using approved piping and fittings. For assistance, please call your local Como office.



EMERGENCY ASSISTANCE

If you need help paying your home heating bill, there are several agencies available to lend assistance. For a resource in your area, check out the list of energy assistance providers online at www.comoilandpropane.com or call your local Como office.

* ASHLAND *

Ashland County Court : 715-682-7004
Bad River Tribe: 715-682-7127
Bayfield County Human Services: 715-373-6144
Red Cliff: 715-779-3706

* BARNUM *

AEOA – Virginia: 800-662-5711
FDL Indian Reservation: 218-879-4593
Lakes & Pines: 800-832-6082
Salvation Army – Cloquet: 218-879-1693 or 800-842-7279

* CABLE *

Bayfield County Social Services: 715-373-6130
Sawyer County Social Services: 715-634-4806 Ext. 320
LCO: 715-634-8934 Ext. 274

* DULUTH *

AEOA – Duluth: 218-624-7625
Lakes & Pines: 320-679-1800
FDL Indian Reservation: 218-879-4593
Douglas Co. Health and Human Services: 715-395-1651

* GRAND MARAIS *

AEOA – Grand Marais: 800-662-5711
Salvation Army: 800-842-7297
Grand Portage EAP: 218-475-2277

* HIBBING *

Kootasca Community Action Inc: 800-422-0312
AEOA – Virginia: 800-662-5711 or 218-749-2912

* MINONG *

Wasburn Co. Energy Assistance: 715-468-4747
Douglas Co. Energy Assistance: 715-392-5127 Repair
Douglas Co. Energy Assistance: 715-395-1651 Fuel

* SUPERIOR *

Douglas Co. Energy Assistance: 715-392-5127 Repair
Douglas Co. Energy Assistance: 715-395-1651 Fuel

* TWO HARBORS *

AEOA – Virginia: 800-662-5711
Salvation Army: 800-842-7279

* TOWER *

AEOA – Virginia: 800-662-5711
Boise Fort: 800-221-8129
Salvation Army: 800-842-7279



COMOTIPS

ENERGY SAVING TIPS

- Contact Como to have your heating system regularly inspected, cleaned and tested for efficiency and proper operation. A heating system that runs well is more efficient and will save you money.
- Invest in a thermostat timer that lowers your home's temperature when you are not at home. You can cut your annual heating bills by as much as 10 percent a year by turning your thermostat back 10 to 15 percent for eight hours per day.
- Protect against drafts by caulking and weather-stripping around windows, doors and other openings such as ductwork, fans and vents.
- Install flow-restricting showerheads. You can reduce hot water usage by up to 50 percent without affecting shower pressure.
- Consider switching to a propane water heater. Over time, propane water heaters can cost up to one-third less to operate and they recover hot water twice as quickly as electric water heaters.
- Clean or replace furnace filters monthly. Clean filters will increase the efficiency of your furnace. If on a monthly payment plan, use receipt of your bill as a reminder.
- Run washing machines, clothes dryers and dishwashers with a full load.
- Turn down your water heater from the standard 120 degrees to 115 degrees. You can save more than 10 percent on your water heating bill.
- Increase your water heater's efficiency by draining it every six months to remove mineral deposits and sediments.
- Replacing a heating system or water heater? Buy the most efficient model available. Energy savings over the life of the equipment will easily justify the higher initial cost.
- Check the chimney and appliance vent system at least once a year to ensure that all connections are secure.
- Keep vents and air returns clear of obstructions such as furniture, lint, dust or pet hair.
- Ensure warm-air registers and baseboard heaters are clean and are not blocked by furniture or drapes.

For more tips, visit Comotips.com.



SIGN UP FOR BUDGET PAY!

Take the guesswork out of knowing how much your heating bill will be each month by signing up for Como's convenient Budget Pay program.

Como's Budget Pay program is simple. You choose a plan from 8 – 12 months and the month you would like to start. Next, Como will calculate a fixed monthly payment for you based on your usage history. Then, you decide if you would like to be invoiced each month or have payments made automatically from your checking or savings account or your credit or debit card.

WITH THE BUDGET PAY PROGRAM, OUR CUSTOMERS ENJOY THESE BENEFITS:

- No surprises – your heating bill will be the same each month*
- Flexibility – you choose a plan to spread your equal payments over a period of 8 – 12 months
- No finance charges
- A more convenient way to manage your household budget

PLEASE NOTE

- To qualify, all outstanding balances must be paid in full
- Once you begin, your Budget Pay program will automatically renew each year until you notify us of your wish to discontinue
- Final month in the plan will be the settlement month
- Your fixed monthly amount does not include any service work performed on your appliances

**To reduce the chances of a large bill adjustment for the final month of the plan, Budget payments may be modified during the heating season if temperatures are significantly different than normal. During the final month of the plan, your account will be reviewed. If money is owed to Como, we will notify you at this time. If you are owed a credit, you can choose to roll this amount into the next budget period or receive a refund.*

FOR MORE INFORMATION AND TO SIGN UP, CALL YOUR LOCAL COMO OFFICE OR VISIT US ONLINE TODAY!



EMPLOYEE PROFILE

Meet John Royer – Twin Ports Transport – Manager

In 1997, Como Oil and Propane founded Twin Ports Transport (TPT) and welcomed John Royer back to the Como family. Royer began working for Como in 1986 as a fuel delivery driver and has had an impressive career in the transport industry.

As the manager of TPT, Royer monitors the tank levels at bulk plants and gas stations for customers all over the region. He also manages TPT's team of drivers and oversees the purchasing and maintenance of the company's equipment.

"I love the variety and freedom of this job," Royer said. "I enjoy working with our drivers and meeting with customers and helping them with their daily challenges. There is something new happening every day."

What started as a one-truck transport company has grown into a fleet of 25 including tractor trailers, propane trailers, insulated trailers and clean oil trailers. This growth has been driven by Royer's experience and ability to lead a great team of professionals.

John Heino, President and CEO of Como, had this to say about Royer, "Twin Ports Transport gives us a clear advantage in reliably serving our customers. When we face fuel supply disruptions or extreme demand spikes, we know we can count on John Royer and the team at TPT to do whatever it takes to keep product moving to our customers. That's absolutely critical in the dead of winter here in the Northland."

For more information about Twin Ports Transport, visit us online at www.twinportstransport.com.



John Royer
Twin Ports Transport – Manager

The facts about owning your own propane tank



While the great majority of Como customers lease their propane tanks from Como, recently we have received a few phone calls from customers inquiring about purchasing their own propane tanks. As a responsible propane provider, we feel it is our job to inform all of our customers about the potential hazards of owning your own propane tank.

The sole benefit to owning your own tank is the freedom to call on any propane provider to fill your tank. This may enable you to receive a lower price per gallon from time to time, however, you are taking on a lot of responsibility and risk for the few pennies a gallon you might save.

The hazards of owning your own propane tank are very serious and should be fully considered when making a decision.

In a typical tank lease agreement, the propane company is responsible for the propane tanks upkeep and maintenance. This is because the propane company actually retains ownership

of the tank. A customer-owned tank (COT), however, is owned by the customer, which makes the customer responsible for all tank maintenance. With a COT, the propane company typically will not know the tank's history, condition and past maintenance performed. This is especially true since many of the tanks sold to customers by other propane providers are refurbished, older tanks.

When filling a COT, the state fire code mandates that the propane provider perform a full inspection of your entire propane system including your tank, all piping, regulators and appliances. This is true of all propane companies and they usually charge between \$69 – \$99 for this service. If a propane company chooses to skip this procedure they are in violation of the state fire code and are not ensuring the safety of your family.

Another point to consider is who is responsible should a liability issue arise? When the propane company owns the tank, they are liable for

issues that arise from an equipment failure. When it is a COT, the customer assumes that liability, and should check with their homeowners insurance company to ensure they have the proper liability coverage.

If you determine that owning your own propane tank is in your best interest, we recommend you only use one propane company to fill it or ensure that the various companies filling your tank are completing the proper safety checks. We also encourage you to check with your insurance company to determine that you are covered in case of an equipment failure. While equipment failures are not common, they do happen and can be incredibly costly.

At Como, our number-one priority is your family's safety. If you have questions about owning your own propane tank, please call your local Como office to discuss this decision in more detail. We want to make sure you have all the facts about propane tank ownership.



ORDER FUEL OR PAY YOUR BILL ONLINE AT COMOOILANDPROPANE.COM!

Many customers have taken advantage of the convenience of conducting business with Como online. Logging in is simple and will only take a few moments of your time. To get set up, simply log on to www.comooilandpropane.com and click on the My Account button. You will be directed to a page that asks some basic account information and asks you to create a password. Once your account is verified, you are logged in!



SHOW YOUR PROPANE TANK THE LIGHT OF DAY.

For your propane system to operate properly, your propane tank needs to be free from snow and ice. This will help the propane in your tank vaporize, ensuring the right amount of propane gets to your appliances – allowing them to work properly.

Other helpful tips to help Como serve you better:

- Shovel a path to your propane tank
- Keep your driveway plowed 10' wide and sanded
- Ensure your fire number is visible from the road



COMO

OIL & PROPANE

ASHLAND
3700 East Lake Shore Drive
Ashland, WI 54806
715-682-8880

BARNUM
3636 County Road 61
Barnum, MN 55707
218-389-6578 or
800-777-4642

CABLE
42835 US Highway 63
Cable, WI 54821
715-798-3566 or
800-777-8566

CLOQUET
218-879-2688

DULUTH/SUPERIOR
4330 West 1st Street, Suite A
Duluth, MN 55807
218-722-6666

GRAND MARAIS
2 Highway 61 East
Grand Marais, MN 55604
218-387-1165

HIBBING
11419 Highway 37
Hibbing, MN 55746
218-262-0855 or
218-262-1343

MINONG
809 West Limits Road
Minong, WI 54859
715-466-4115

TOWER
6403 Highway 169
Tower, MN 55790
218-753-2482 or
888-891-2666

TWO HARBORS
614 10th Street
Two Harbors, MN 55616
218-834-2666 or
800-737-9351

THE COMO CUSTOMER *Guarantee*



This symbol was created to remind you about the added value Como brings to you as a customer. 24/7/365 you can trust Como will be there for you, in person, to handle any need you have with great care and attention.

www.comoilandpropane.com

COMO OIL AND PROPANE
4330 West 1st Street, Suite A
Duluth, MN 55807



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**KELLY ESTEY #37 IS THE COMO
MODIFIED SERIES CHAMPION
FOR THE SECOND TIME.**



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