



welcome to **COMO**country

DELIVERING A LOT MORE THAN FUEL.

ISSUE NO. 10
SPRING 2009



Propane work is not a do-it-yourself job

Propane is one of the safest heating fuels when handled by a trained propane specialist. One of the biggest challenges and dangers our employees face is discovering situations where homeowners have added a propane appliance or cylinder and done the work themselves.

Making modifications to any part of your propane system is unsafe. All repairs and modifications to your propane system must be completed by a trained propane specialist.

Making a modification to your propane system may seem simple, in fact, it is simply dangerous.

This is just one story of too many about a propane specialist on a routine service call who turned a dangerous situation into a potentially lifesaving act. We hope it will help you to better understand the dangers of making modifications to your propane system by yourself.

Luke Janiksela of Como's Barnum office recently went out on a routine service call to see a customer who had called complaining of having no heat. Upon inspection, Luke determined the problem was a faulty thermocouple, a common failure on older mobile home furnaces.

Replacing the thermocouple took only 15 minutes to complete. Luke then checked the customer's service records and saw that a propane system safety check had been completed in March of 2006 and everything was reported to be in good working condition. While not required to complete an additional propane safety check, Luke decided to test the system anyway just to make sure everything was safe.

While hooking up his gauge, Luke noticed the pressure needle dropped immediately showing there was a sizeable leak in the customer's propane system. Trying to find the leak, Luke checked all of the propane tubing and fittings outside and inside the

Propane continued on page 4



Visit us at the Home Show

Be sure to stop by and visit team Como at the 43rd Annual Duluth Home and Builders Show. Taste some mouthwatering samples off our Holland Grills and be sure to register for a chance to win one of our grand prizes including a new furnace, a year's worth of heating fuel and more!



Receive a FREE gift!

Return this entry form at the Como Oil and Propane booth and receive a free gift while supplies last.



Delivering a lot more than fuel.

NAME: _____

ADDRESS: _____

PHONE: _____

E-MAIL: _____

Are you a current Como customer? Yes No (circle one)



EMPLOYEE PROFILE

Meet **Bob Timmons** – Como's Safety and Operations Manager

Bob Timmons began his career with Como Oil and Propane in 2005 as sales manager, charged with leading the Duluth sales team and overseeing sales efforts across the entire organization. Bob's strong work ethic and commitment to providing exceptional customer service led to him being promoted to Safety and Operations Manager in March of this year.

As Safety and Operations Manager, Bob's is responsible for overseeing Como's safety program including leading safety training meetings, initiating new safety policies and implementing safety measures to prevent accidents.

"Como is a company that takes the safety of its employees and customers incredibly seriously. We go above and beyond the mandated safety standards and continually invest to ensure we have the best people and the best equipment out there serving our customers," said Will Norman, Como's Vice President of Sales and Operations.

"Bob's diligent approach to safety combined with his 20 years of propane industry experience, make him a great asset to the Como team and the right person to lead Como's safety program."



Bob Timmons

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.

Clip and Save!

THANKS!

Como Oil and Propane would like to sincerely thank all of our employees for their hard work and dedication to keeping our customers warm during this challenging winter. We recognize and appreciate your commitment!

Como Customer Profile

Dear Como,

I am writing to applaud your partnership with the American Breast Cancer Foundation. As a retired medical oncologist and current member of the Board of Directors of the Midwest Division of the American Cancer Society, I am especially mindful of how important efforts like yours are. Moreover, as a longstanding, extremely satisfied customer of Como of Cable, I'm proud to see my company taking such a positive role.

Most Sincerely,

Irving Lerner
Como Cable Division

Propane continued from page 1

house. After failing to locate a leak, he determined it must be underneath the house.

Luke shoveled the snow and ice away from the skirting of the trailer house and chipped away at the frozen clay to expose the aluminum house skirting. Finding the access panel, he crawled into the two-foot space underneath the trailer to check the fittings, still finding no leak.

Then Luke noticed a “tee” in the system that led to a propane range which had been installed by the homeowner after the initial leak check had been performed. He crawled 40 more feet underneath the trailer and could hear the sound of propane hissing out of the

leaky piping. This very serious leak was caused by a faulty compression fitting applied to the piping by the homeowner. Luke shut off the propane system, repaired the leak and conducted a successful safety test.

The homeowner and his family are lucky to have such a happy ending to this story. If you’ve made any changes to your propane appliances, disconnected or reconnected a propane cylinder or suspect a gas leak, please call Como immediately and request a propane system safety check. The safety checks are free of charge under most circumstances and can help prevent a potentially dangerous accident.

Spring Road Bans

Spring is just around the corner and ‘tis the season of soft roadways and driveways. If you live in an area where spring road bans may be coming into effect or if you are concerned about the damage that could occur to your driveway during spring fuel deliveries, please call Como to order your next fill as soon as possible. We want to make sure you get the fuel you need and limit the impact to your driveway.

Budget Pay: An easier way to 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. It’s that easy!

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.





Inefficient Appliances?

Start saving now!

Now is the time to start saving on your heating bills by replacing your old heating appliances with new, high efficiency appliances from Como. On average, a new furnace, boiler or water heater can save you up to 15% off your annual heating bills.

Most appliances can be replaced in one day, so don't wait. Call your local Como office today!

WE SELL, INSTALL AND SERVICE ALL TOP APPLIANCE BRANDS INCLUDING:

Furnaces

- York – gas
- Olsen – oil
- Thermo Pride – oil
- Miller – mobile home furnaces

Water Heaters

- Bradford White – gas
- Bock – oil

Boilers

- Weil McLain – gas and oil
- Crown – oil

Wall Furnaces

- Empire



Rebates! Rebates! Rebates!

The Minnesota Propane Gas Association is offering the following appliance rebates for 2009.

\$350

Propane Water Heaters

If you purchase a new propane water heater for your newly constructed home or to replace your old electric or gas water heater, you may qualify.

\$250

Propane Furnaces

If you purchase a new propane furnace for your newly constructed home or to replace your old oil or gas furnace, you may qualify.

For details and for more information about the MPGA rebates being offered in 2009, please call your local Como office.

COMO

OIL & PROPANE



Start Seeing PINK CONTEST

Como's pink truck is making its way around town and giving you a chance to win! Simply take a picture of the pink truck with your camera or camera phone and upload it to www.comoilandpropane.com. Each month, one lucky sightseer will be chosen at random to win a free pink Como t-shirt.



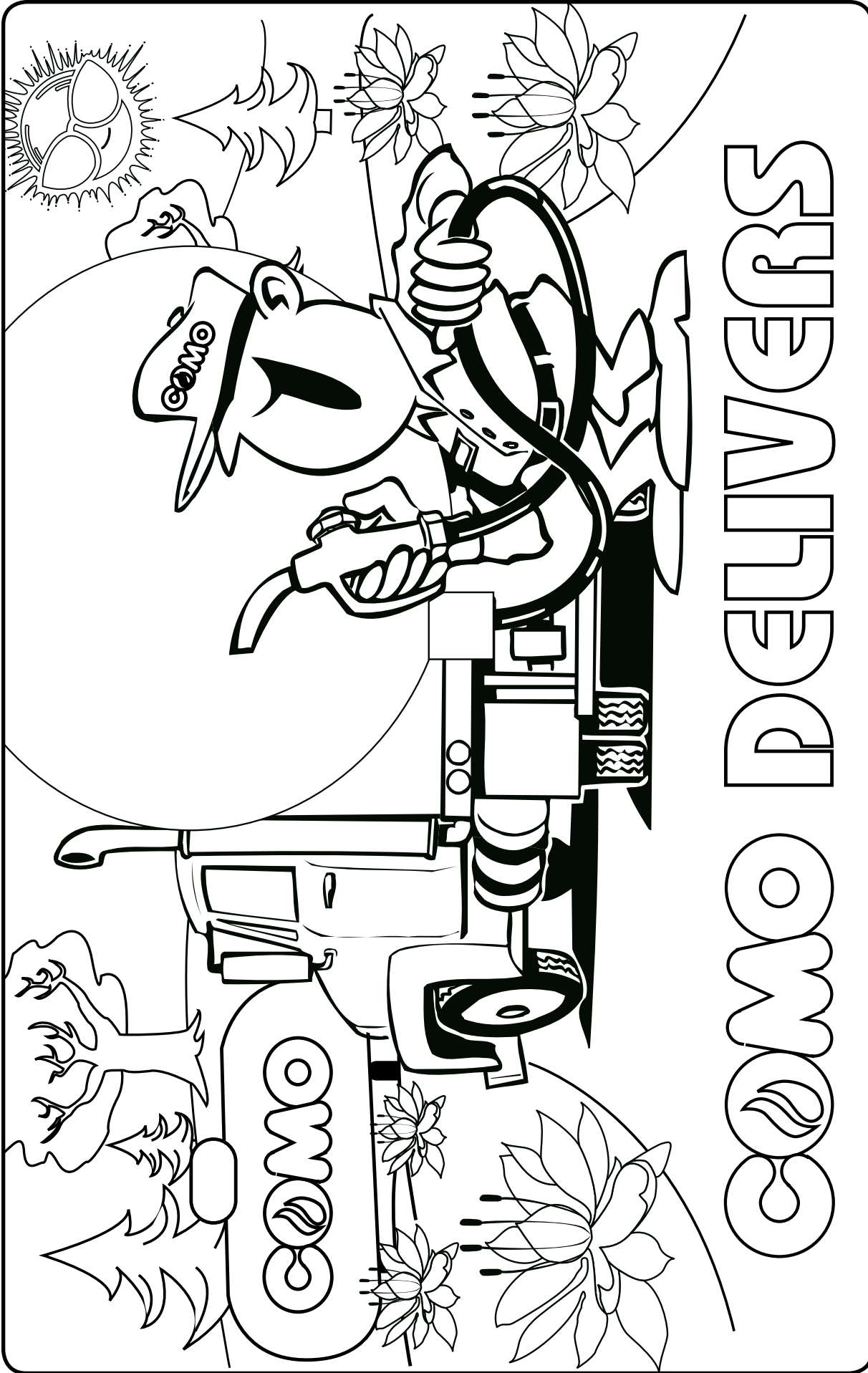
**WIN A FREE
PINK
COMO T-SHIRT!**

Wondering when the pink truck will be in your area?

Here are some dates to remember.

- April 1 – 5 Duluth Home and Builders Show
- June 8 – 14 Barnum, MN
- July 4th Tower, MN
- July 6 – 18..... Grand Marais, MN
- August 7 – 9..... Minong, WI
- August 14 – 16..... Barnum, MN





Como Coloring Contest

Ages 0 – 5 – \$100 savings bond

Ages 6 – 10 – \$100 savings bond

Ages 11 – 15 – \$100 savings bond

One winner will be chosen out of each age group.

Name: _____

Age: _____

Address: _____

Phone number: _____

Please mail to:

Como Coloring Contest

P.O. Box 16108

Duluth, MN 55816

Entries are due by May 31, 2009

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

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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