

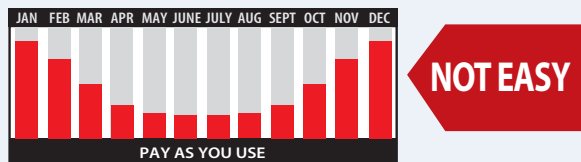
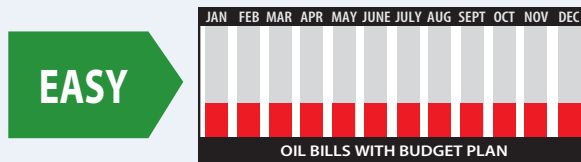
O'Connell Oil Associates, Inc.  
 25 Texas Road  
 Northampton, MA 01060

At O'Connell Oil Associates, Inc., we pride ourselves in being the right place to call for the best price and the best service. Call us today to discover the O'Connell Oil difference.

## Looking to take a BITE out of your winter heating bill?



Call us for information on our payment plans!



## TERMS & CONDITIONS

1. This Service Plan is available to all credit approved residential customers. The term of the Plan is for a one (1) year period and after re-inspection will renew automatically every year unless terminated by either the customer or Company. No credit will be issued if the Plan is canceled before the expiration date.

2. Repairs or services not covered by the Plan will be performed and charged to the customer at prevailing rates.

3. The Company will pay up to \$1,000 toward the replacement of your tank, once tested and qualified for the TankSure® Program, if a tank leak occurs subsequent to this test due to internal corrosion, if a tank leak occurs due to a manufacturer's defect, or if a non-leaking tank is identified for proactive replacement. While we cannot guarantee that a leak will not occur or your tank will not fail after testing, we are providing these new services with the hope that by testing and monitoring, we are offering a long-term proactive tank replacement program for our customers. Accidental damage is not covered by the TankSure Program. The TankSure Program does not cover environmental cleanup, property damage, waste disposal services, or other damages or losses caused by a tank leak or system failure, even if the tank has been tested and qualified ultrasonically and is enrolled in the TankSure Program. To receive the \$200 non-qualifying tank replacement discount, O'Connell Oil Associates, Inc. must replace the oil tank.

4. The Service Plan does not cover labor or materials to repair damage to the heating system or residence caused by the customer's neglect, including, but not limited to, failure to have sufficient fuel oil in the tank, insufficient water for boiler, blown fuses or other failure of electrical system, improper thermostat settings or faulty thermostat, having heating system switches in the "OFF" position, debris buildup in the air or venting systems, and other causes related to the improper operation or maintenance of the heating system by the customer. Damage, repairs, or replacement of parts or components caused by acts of God, fire, flood, freezing, storm or weather conditions, power loss or surges, water damage, and fuel flow problems due to outside fuel storage are not covered by the Plan.

5. The Company will provide service as soon as possible during regular business hours. Service provided at times other than normal business hours will be invoiced at the after-hours billing rate. The Company will not be liable for any damages arising from a delay or failure to provide service due to conditions beyond its control such as acts of God; labor disturbances or strikes; unavailability of mechanics or parts; failure or interruption of customer's electricity; inaccessibility of the heating system; storms, floods, or other severe weather conditions; or government laws or regulations.

6. The customer agrees to release and hold the Company harmless from all claims related to losses, costs, or damage to personal or real property caused by fire, explosion, flood, freezing, power loss or surges, oil leakage, and premises left unattended. The customer agrees that the Company shall not be liable for any incidental, special, or consequential damages incurred by the customer or by third parties, including environmental cleanup costs.

7. In the event that the residence is sold, the Service Plan may remain in effect provided that the new owner continues to purchase fuel oil and heating system service from the Company.

8. Amendment and Cancellation. We may amend or change the terms of this Agreement at any time. You will be notified of any change in the manner provided by applicable law prior to the effective date of the change. However, if the change is for security purposes, we can implement such change without prior notice. We may suspend or cancel this Agreement at any time. Your termination of this Agreement will not affect any of our rights or your obligations arising under this Agreement prior to termination.



## ENERGY CONSERVATION PLANS & COMPANY INFORMATION



**413.586.6800**

25 Texas Road • Northampton, MA 01060

[oconnelloil.com](http://oconnelloil.com)

## EFFICIENCY TUNE-UP PLAN

**\$249.95**



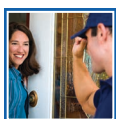
### SAFETY INSPECTION

Our technicians will conduct a safety inspection of the heating system based on the manufacturer's recommendations and industry best practice.



### ANNUAL TUNE-UP

The annual tune-up will keep your system running efficiently which saves on fuel usage and extends the life of your equipment.



### EMERGENCY SERVICE

Rest assured, if your system needs unplanned repair, we will be there for you 24/7 at the discounted rate.



### 10% DISCOUNT ON PARTS AND LABOR

Parts and filters normally included with the tune-up are free with the Plan. Other parts and labor will be discounted at 10% (which does not apply to system replacement).



### ULTRASONIC TANK TEST & TANK REPLACEMENT PAYMENT

Ultrasonic tank inspection enables us to evaluate the safety and integrity of your aboveground oil tank. This is important for you and your investment in your home.

- **\$1,000 Tank Replacement Payment for qualifying tanks**
- **\$200 Tank Replacement Coupon for disqualifying tanks**



## EFFICIENCY PLUS SERVICE PLAN

**\$319.95**



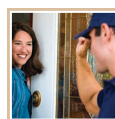
### SAFETY INSPECTION

Our technicians will conduct a safety inspection of the heating system based on the manufacturer's recommendations and industry best practice.



### ANNUAL TUNE-UP

The annual tune-up will keep your system running efficiently which saves on fuel usage and extends the life of your equipment.



### EMERGENCY SERVICE

Rest assured, if your system needs unplanned repair, we will be there for you 24/7 at the discounted rate.



### 30% DISCOUNT ON PARTS AND LABOR

Parts and filters normally included with the tune-up are free with the Plan. Other parts and labor will be discounted at 30% (which does not apply to system replacement).



### ULTRASONIC TANK TEST & TANK REPLACEMENT PAYMENT

Ultrasonic tank inspection enables us to evaluate the safety and integrity of your aboveground oil tank. This is important for you and your investment in your home.

- **\$1,000 Tank Replacement Payment for qualifying tanks**
- **\$200 Tank Replacement Coupon for disqualifying tanks**



## PLATINUM SERVICE PLAN

**\$389.95**



### SAFETY INSPECTION

Our technicians will conduct a safety inspection of the heating system based on the manufacturer's recommendations and industry best practice.



### ANNUAL TUNE-UP

The annual tune-up will keep your system running efficiently which saves on fuel usage and extends the life of your equipment.



### EMERGENCY SERVICE

Rest assured, if your system needs unplanned repair, we will be there for you 24/7 at the discounted rate.



### 50% DISCOUNT ON PARTS AND LABOR

Parts and filters normally included with the tune-up are free with the Plan. Other parts and labor will be discounted at 50% (which does not apply to system replacement).



### ULTRASONIC TANK TEST & TANK REPLACEMENT PAYMENT

Ultrasonic tank inspection enables us to evaluate the safety and integrity of your aboveground oil tank. This is important for you and your investment in your home.

- **\$1,000 Tank Replacement Payment for qualifying tanks**
- **\$200 Tank Replacement Coupon for disqualifying tanks**

## WATER HEATER SERVICE PLAN

**\$139.95**

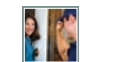


### ANNUAL TUNE-UP

(Must be done in conjunction with the heating system tune-up)



### 15% DISCOUNT ON PARTS AND LABOR



### EMERGENCY SERVICE



#### YES! PLEASE ENROLL ME IN THE FOLLOWING:

- |                          |                              |          |
|--------------------------|------------------------------|----------|
| <input type="checkbox"/> | Efficiency Tune-Up Plan      | \$249.95 |
| <input type="checkbox"/> | Efficiency Plus Service Plan | \$319.95 |
| <input type="checkbox"/> | Platinum Service Plan        | \$389.95 |
| <input type="checkbox"/> | Water Heater Service Plan    | \$139.95 |

Name \_\_\_\_\_

Billing Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Service Address \_\_\_\_\_

Home Phone \_\_\_\_\_

Business Phone \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

#### If paying by Credit Card:

- Please charge my credit card on file
- Please contact me for credit card information

A O'Connell Oil Associates, Inc. representative will call you for credit card confirmation upon receiving this reply card. Payment must be received within 30 days of invoice for contract to become effective. I have read and agree to the terms and conditions of this contract.

CLIP & MAIL

Please detach, sign, and return this portion to:

O'CONNELL OIL ASSOCIATES, INC.  
25 TEXAS ROAD, NORTHAMPTON, MA 01060