



warm thoughts

from CHRISTOFF MITCHELL PETROLEUM

summer 2010

PERSONALLY SPEAKING

coming through when it matters most

Dear Friends,

They say a company's true character is revealed by adversity. Well, last winter our team went through one

Considering the horrible conditions our drivers had to contend with, that's an outstanding achievement. We even delivered oil and propane to noncustomers whose dealers couldn't come to their aid.

This all proved that anyone can deliver fuel and fix a heating system when it's 55° outside and the roads are clear and dry. But it's a different story when there's two feet of snow on the ground and the roads are treacherous. That's when you get to know the true character and caliber of your fuel company.

We want to thank our entire CMP team. They take pride in coming through for you and taking your

worries away. Our job is to deliver peace of mind to you—even if we have to go through two feet of snow to do it.

Warmly,

Rusty Christoff & Jeff Mitchell



Rusty Christoff & Jeff Mitchell

of the greatest tests we've ever faced—and came through with flying colors.

When a blizzard pummeled our area with more than two feet of snow in February, our employees worked around-the-clock to help our customers. We responded to no-heat emergencies and delivered oil and propane for thousands of automatic delivery customers.

Nobody was left without oil or propane.

great news for Shaner-Hoover customers

Shaner-Hoover customers who rely on us for fuel deliveries can now count on us for complete equipment service. We encourage you to call us today to arrange a tune-up for your heating and cooling system. It could cut your annual energy bills by up to 15%!

And if you ever have a heating or cooling emergency, we'll be glad to help. We're also experts at installing new equipment.

Please let us know what we can do for you. We're just one phone call away.



church reduces oil bills by 50%

Father Bill Ellis, vicar of Holy Trinity Episcopal Church in Houtzdale, says the Buderus boiler we installed at the church last year has been a real blessing.

"We had an old boiler that used about 3,500 gallons of oil a year and never kept the church warm," says Father Bill, who is also the long-time service manager at Fred Diehl's Buick-Chevrolet dealership in Philipsburg.

"After the new boiler went in, our oil bills dropped 50% and the church is

"It was amazing how much money this new boiler has helped us save!"

—Father Bill Ellis
Holy Trinity Episcopal Church
Houtzdale

always warm now, even on the coldest days," he says.

The change took some getting used to though. Last December, Father Bill was worried because the church hadn't received an oil bill yet. Normally, more than 1,000 gallons of oil would have been used by then, he explains. So he called CMP and we told him the new boiler was so

efficient, there was still plenty of oil in the tank.

"It was amazing how much money this new boiler has helped us save," Father Bill says. "Within a few years, it will pay for itself!"

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- ✓ how a boiler became a blessing
- ✓ new services for Shaner-Hoover customers!

Q&A on price protection

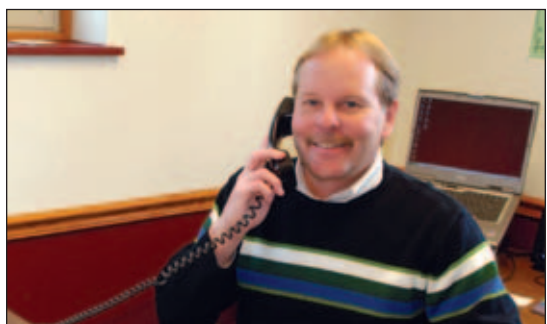
If the last few years have taught us anything, it's that fuel prices are extremely volatile. They can shift up or down at any time, sometimes as much as a dollar or more per gallon. Many of you have chosen to eliminate your exposure to these swings through our SmartPay Plus program. Here are answers to common questions.

Q: Why should I consider SmartPay Plus?

A: Most customers tell us it takes the worry out of their winter. It limits how high their fuel price can go, and still allows their price to drop if the market goes down. They also get a 5¢ discount on their delivery price. And they can spread their bills over 12 months so they don't get hit with big winter bills anymore.

Q: Do I need to have this protection?

A: Not necessarily. Many customers don't mind having their price go up and down with the market. Others like the protection a price cap provides. It's really up to you and how you feel most comfortable.



Our customer service team will be glad to answer your questions.

Q: Is there a charge for getting the price cap?

A: No local fuel company can legitimately provide this kind of protection on their own. We have to get a type of price insurance from our suppliers, and that's what the charge covers. We don't make any money from this fee. Anyone who says they can provide this protection for "free" is playing games. Either they're not hedging the fuel properly, or they don't lower their price enough when world prices drop. We like to play things straight.

Q: Can I spread my bills out without getting a cap?

A: Yes, we call that SmartPay (as opposed to SmartPay Plus.) You would get 12 equal payments and the 5¢ discount. There would be no fee, but also no price cap.

Q: How do I enroll?

A: Just give us a call and we'll take it from there. But if you are interested in a price cap, please don't wait. We have a limited supply of protected product.

honors for CMP and the Pink Lady

On April 29 the Philipsburg Revitalization Corporation honored CMP with its **Main Street Award for Philanthropy.** It recognizes our support for youth programs in the community as well as for our new initiative—raising money for the fight against breast cancer.



For every gallon we deliver with our Pink Lady propane delivery truck we donate 2¢ to Susan G. Komen for the Cure.

We do this through our Pink Lady propane delivery truck. For every gallon the Lady delivers, we donate 2¢ to **Susan G. Komen for the Cure.** We thank our customers and business partners for their individual donations too. Some of you have been so generous that we have placed you on our Pink Honor Roll. (Read more at CMPetroleum.com.)

Thank you to everyone for your support, including your kind words. You're helping us stay on track for reaching our goal of raising \$50,000 over the next five years.