



See Our 2020-2021  
PAYMENT PLAN Choices Inside.

**GENERAC**

**POWERPRO** Authorized Dealer  
SELECT

1226 Stefko Blvd., Bethlehem, PA 18017 • 610-868-8566 • [www.dbrothers.com](http://www.dbrothers.com)

SPRING/SUMMER 2020

## Personally Speaking

### Tough Times Call for Tried-And-Trusted Loyalty

As I write this, our nation is in the beginning stages of the coronavirus pandemic. Many facts have yet to be known about this disease, including how long we must continue to fight it through profound changes in our national social and hygienic behaviors. At this moment there are many questions and even more uncertainty.

While I cannot offer any answers on the eventual outcome of the current situation, I can offer the following assurance:

***For 91 years, Deiter Bros. leading responsibility has always been to protect the health, comfort and safety of our customers, co-workers and community. At no time in our family company's history has this priority been more critical than it is right now.***

Ours is categorized as an "essential business" to help sustain the 762632 safety and strength of our Lehigh Valley regional population. As such, all our locations and services will continue operating on standard schedules unless otherwise noted at **dbrothers.com**.

Be assured that we have placed hand sanitizers in all Deiter Bros. vehicles and facility centers with strict recommendations to all employees about regular usage, as well as adherence to

all CDC preventative protocols for our industry.

We offer a full spectrum of services which will lessen the need for face-to-face interaction. With a quick visit to our website at **dbrothers.com** you can see all the ways we can interact online—including ordering fuels, scheduling HVAC services, payment of bills and more.

Worried about the age of your heating or air conditioning system? Get a free, no-obligation quote ONLINE for new HVAC equipment and installation. Simply visit our website at **dbrothers.com** and click on **QUOTE REQUEST**.

So remember: if there is ANYTHING that any of us here in the Deiter Family can do to help protect the health, safety and comfort of your family, please contact us. You are never alone, we are always here for you. These times may be tough, but by reaching out for help when needed, we will get through this **TOGETHER**. We always have...and we always will.

*Stay Healthy!*

James G. Deiter  
Vice President  
Deiter Bros.

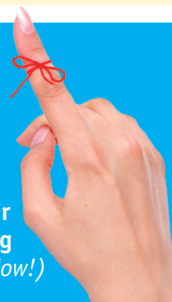


## IN THIS ISSUE

- Spring/Summer Weather Forecast
- ActivePure Technology
- Peaceable Kingdom
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- Honeywell T10 Thermostat
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## It's Spring Tune-Up Time!

Call or Email NOW to Schedule Your Central Air System's Annual Cleaning & Tune-Up! (See Inside Now!)



## IN THIS ISSUE

**10** **Winners of FREE Heating Oil or Propane**  
**PERFECT**

### Are YOU a Winner?

In this *Comfort Courier* there are **10 customer account numbers** hidden throughout the articles. If one of these is yours, you are an **INSTANT WINNER** of \$50 worth of EnviraFuel heating oil or propane.

We have printed your customer account number on the mailing label of this issue. Check it, then read the *Comfort Courier* carefully. If you spot your number, give us a call and we will immediately credit your account with \$50 worth of EnviraFuel® heating oil or propane.

**GOOD LUCK!**

## NASA-Developed Air Purification Technology for Healthier Breathing in Home and Workspaces



### Air-borne Viruses? Bacteria? Pollen? Pollutants? Not in YOUR House!

Why so many respiratory health issues these days? Simple. The air you breathe takes a direct route into your body's bloodstream via your lungs. We humans take between 17,000 and 30,000 breaths every day. With all the viruses, pollen and air pollutants in our air, it's no wonder so many of us are fighting chronic respiratory problems.

Compound the latest threat—the coronavirus pandemic—with the predictable pollen invasion infecting our air every Spring and Summer, plus the Lehigh Valley's perpetually failing grades for air particle pollution, and it's enough to scare the breath right out of anyone!

Exposure to out-of-home air viruses, bacteria and pollutants can only be self-managed (somewhat) by personal choices. Should you shake hands? Attend a crowded public event? Take that air flight? Wear a filtration face mask? Your call...your crapshoot.

But managing your INDOOR air quality is much more of a "sure thing" thanks to an incredibly effective new air purifying technology available now from Deiter Bros.

The ActivePure® Air Scrubber system from Aerus installs right into the air duct of any home or workspace and automatically works 24/7, using its proprietary technology to eliminate the sources of major threats to your respiratory health.

Deiter Bros. has made our customers' indoor air quality and health a major priority for decades, and this is the system we've seen on the market today that stands up to the multiple threats in today's breathing air.

The ActivePure Air Scrubber technology has proven effective against...



To learn more, click on our ActivePure video now at [dbrothers.com](http://dbrothers.com)

- MRSA, E. coli, C. difficile and other illness-causing bacteria and viruses.
- Protects against allergy and asthma triggering contaminants and respiratory issues which may lead to health problems.
- Removes VOCs, pet dander, odors, dust, surfactant contaminants and other pollutants in indoor breathing air.

**PLUS,** ActivePure's technology was developed in cooperation with NASA to protect the health of astronauts on board the international space station. It is the **ONLY** air cleaning technology awarded the prestigious Certified Space Technology seal by the Space Foundation [spacefoundation.org](http://spacefoundation.org). 171174

ActivePure Air Scrubber installations are being scheduled NOW. To protect your family's health, call now for more facts: 610-868-8566.

### Going **DUCTLESS?** Go **DEITER!**

Mitsubishi Electric is the leading manufacturer of the fastest growing segment in the HVAC industry: ductless mini-split heating and cooling systems.

Mitsubishi's ductless mini-split technology also delivers big energy savings for cooling. In test after test, they used up to 40% less energy than conventional central air or window air conditioning units. Not surprisingly, with heating/cooling performance like this, Mitsubishi Electric's ductless mini-split systems have the highest SEER energy efficiency rating attainable in the HVAC industry.

#### 12 Year Warranty Option Available

Deiter Bros. recently earned factory-authorized recognition as a Mitsubishi Electric Diamond Contractor. 766427 This designation holds many benefits for our customers, not the least of which is the option to extend your equipment warranty to 12 years—one of the longest warranties we've ever seen in the HVAC business.

When you're ready to learn more, just give us a call at **610-868-8566** or email: [comfort@dbrothers.com](mailto:comfort@dbrothers.com). In the meantime, remember:

**Going DUCTLESS? Go DEITER!**





## Is There Room in Your Heart For One More?



Sadly, too many dogs, cats and other domestic animals are given up by their Lehigh Valley owners every year. Many face a tough world alone and hungry on the streets. Others may wind

up in facilities which chose to manage their populations by euthanizing animals that do not get adopted within a certain timeframe.

Then there are the lucky ones who wind up at the Peaceable Kingdom Shelter. This is a no-kill shelter in Whitehall with the mission to provide care and shelter for animals that are mistreated, injured, abandoned or otherwise in need.

The people at Peaceable Kingdom provide proper health care, nutrition and shelter for all the animals under their roof. Most importantly, they also provide adoption services for dogs, cats, rabbits and other animals—and owner education to ensure that the adoptees are going to responsible homes where they will get the love and care they deserve.

Peaceable Kingdom also provides low-cost veterinary services for all pet owners and low-cost spay/neuter clinics to help curb the animal overpopulation challenges we face here in our Lehigh Valley community.

Deiter Bros. is proud to support the work of Peaceable Kingdom Shelter 4530 and we encourage our animal-loving friends and neighbors to do so as well. To find out how, please contact or visit:

**Peaceable Kingdom Shelter**  
1049 MacArthur Rd.  
Whitehall, PA 18052  
610-432-2532  
[LVpeaceablekingdom.info](http://LVpeaceablekingdom.info)

*Thank  
You!*

## Letters to the Boss: Sharing the Caring

Heating and cooling is not an easy business. It's a lot of hard work and, we always do the very best we can to please every customer with every request. 766965 We are grateful that our most recent Customer Satisfaction Rating exceeds 95%. We're working toward 100%. But the fact is, some jobs are tougher than others.

So it is really sweet to hear from folks through letters like the one below. Doing our best for customers like you is what keeps us going. Thank you!

*Jim Deiter*

**February, 2020**

Dear Mr. Deiter,

In all the many years dealing with numerous businesses, we have never had such a totally positive experience as we've had with Deiter Brothers. During the process of purchasing from you, and installing in our yard a 1,000 gallon propane tank, we had the pleasure of dealing with John (your sales representative) and technicians Joe and Sean. The three of them could not have been more friendly, helpful and considerate.

Following the purchase, we dealt with Mike, regarding the purchase and installation of a Mitsubishi mini-split system to heat and cool our sunroom. He was exceedingly responsive to our needs and concerns. His responses were prompt and he never trivialized any of our concerns.

The technicians—Dan, Jeff and Andrew—who did the installation were extremely professional, friendly and considerate, and the quality of their workmanship was truly exceptional.

Everyone we have dealt with in your office has also been exceptional. 760897 You folks at Deiter Brothers have built an exceptional team. We feel certain that we will be lifelong customers and will continue to spread the good word about your company.

Many thanks for everything. The world needs more people and companies like Deiter Brothers.

*(Names withheld for Customer confidentiality)*

Washington, NJ

P.S. The tin of "thank you cookies" was an unexpected and delicious surprise. Thanks very much. It's always great to feel appreciated as a customer!



Deiter Bros. stocked up for a **COLD WINTER** that never came.  
Now we're sitting on **TONS** of New HVAC Equipment that **MUST BE SOLD**.

### HVAC EQUIPMENT

Top Brand **Boilers & Furnaces**  
Propane • Oil • Natural Gas ..... **15% OFF!**

**Heat Pumps** ..... **15% OFF!**  
Leftover 2019 Models

America's Best  
**Central Air Systems** ..... **15% OFF!**

**OFFERS EXPIRE APRIL 30, 2020**  
First Scheduled, First Installed.

Additional details on HVAC equipment sales/installation apply. Call now for facts.

Get Your Free, No-Obligation Quote **ONLINE** Now!

Visit our website [www.dbrothers.com](http://www.dbrothers.com) and Click On **QUOTE REQUEST**

## SPRING & SUMMER WEATHER FORECAST: What's Not To Like?

### APRIL

March beat April to the warm weather welcome mat this year but Spring 2020 comes into full flower this month with temperatures topping 2-degrees warmer and slightly less rain than average. Don't put too many eggs in one basket for Easter weekend (11, 12), 766155 which will be soggy, but the rest of April will be sunny side up with only a few light sprinkles to keep our flowers bloomin' beautiful!

### MAY

Summer-like warmth moves in a month earlier this year with May temps topping 4-degrees above average, stepping up steadily through Mother's Day (10th) until take-shelter-from-the swelter levels at mid-month. (Is your central air system ready to take the heat?) Thunderstorms rumble in from the north to rock our region throughout Week 3 leading up to a picnic-perfect Memorial Day weekend (23, 24, 25) which promises sunny skies and warm breezes for all.

### JUNE

We bid farewell to Spring 2020 with clear skies and seasonable warmth for the entire first half of June, with only some light rainbow showers in Week 3. Enjoy it, because Mother Nature's kitchen heats up on the 20th with first day of Summer and doesn't let up—hot days/nights, only enough rain for steam bath humidity. The only break we see coming is on Father's Day Sunday (21) which, just like dear old Dad, is going to be pretty cool.

### JULY

Heat Safety Alert! This WILL be by far the hottest month of the year with the mercury sizzling at 4-degrees above average! We start off with a bang on Saturday, July 4th and every air conditioning unit in the Valley will be running flat out full-bore for the next 3 weeks straight. 96166 It will be like that slam-bang tune from 1970s rockers Black Oak Arkansas: Hot and Nasty.

### AUGUST

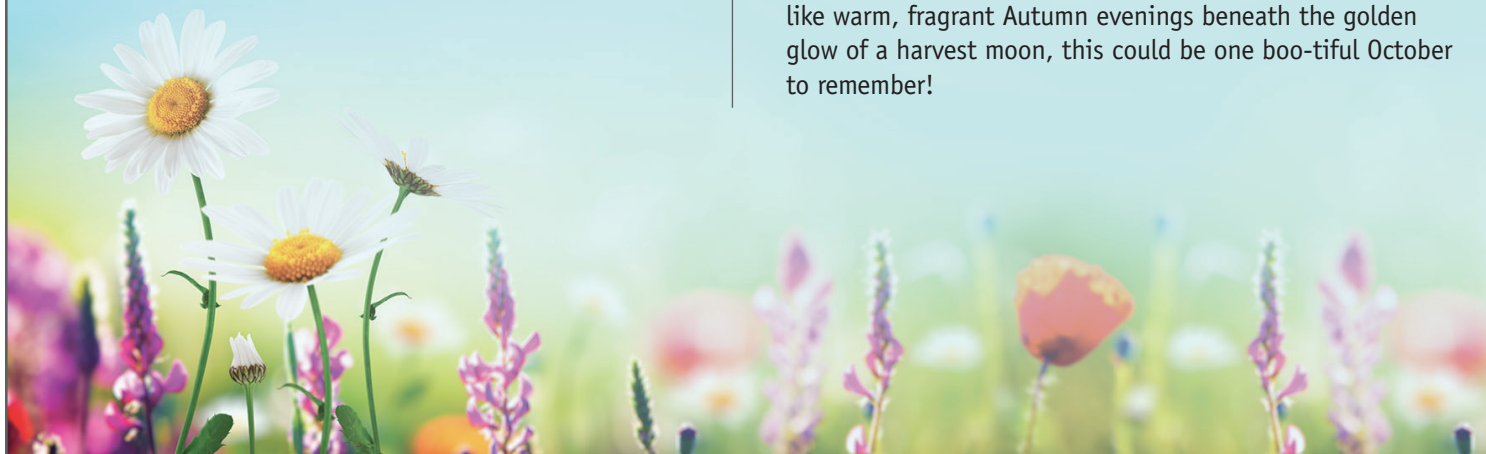
Sweet relief comes just in time with a very rare "grand slam" August in which all four weeks promise to be near perfect weather-wise. Temps are a lot cooler than the July sweatbox and rain falls will be gentle on our minds. A few very forgivable thunderstorms will come and go quickly in Week 5 but, all told, August will be darn near A-1 Perfection!

### SEPTEMBER

About 2-degrees cooler on average but a lot wetter than usual. We get off to a soggy start but catch a break for a heavenly Labor Day weekend (5, 6, 7). Cloudy skies and steady sprinkles drag us all back to earth until the first official day of Fall on the 22nd. Normally, by now we've set the stage for another great Lehigh Valley Leaf-Peeper season...then again, maybe not...see next month.

### OCTOBER

Okay, October is always a weird month, But this year's version could be the most unearthly yet with temperatures at crazy 6-degrees above average. Yes, we'll be haunted by seasonal showers the first two weeks and, of all goblins, a tropical rainstorm around mid-month. But bewitched by weeks of warmth, the leaves might not start changing into their colorful costumes until just before Halloween on Saturday, the 31st. Spooky stuff for some maybe, but if you like warm, fragrant Autumn evenings beneath the golden glow of a harvest moon, this could be one boo-tiful October to remember!



# 2020-2021 PAYMENT PLANS

MORE CHOICES to  
Lock In Your Annual Fuel Plan NOW!

*Please Read This Entire Offer Carefully. (Pages 5-7)*



This sheet contains the General Terms and Conditions of three (3) pricing plan choices offered by Deiter Bros. *These plans are EXCLUSIVELY for credit-approved automatic delivery heating oil customers, home and/or business accounts.*

- Accounts must be in good credit standing with no outstanding balances on account.
- All fuel purchased during the year must be purchased from Deiter Bros.
- Must be on automatic delivery for duration of plan.
- Limited quantities are available for each plan. Therefore, gallons are sold on a FIRST-COME, FIRST-SERVED basis. Prices are subject to change without notice.
- Must use a minimum of 300 gallons of fuel annually.

**YOU CAN FIND THE NUMBER OF GALLONS YOU USED LAST YEAR printed with your name/address on this newsletter.**

## FAST FACTS on Each Plan Choice

### CHOICE 1



Price Cap of  
\$2.599 per Gallon

- **Lower Monthly Costs** – Your year's heating costs are spread out into low amounts over 12 months.
- **Rebate on Credit Balance** – Rebates (similar to interest) will be paid on any credit balance at the end of each month.
- **Capped Price with Downside Protection** – If market prices drop, your price drops, too. If prices rise your price NEVER goes above the CAP. The cap fee is \$13.00 per month and is included in your monthly payment. Not concerned about a price cap? You can also sign up for the **BetterWay® Plan** without cap protection; market prices will be charged.
- **Protected Price for All Gallons Used** – With the price cap, 100% of the gallons used during your contract year will not exceed the capped price. Even if we have a very cold winter and more than your projected number of gallons are used.

### CHOICE 2

## PrePay Plan

Today's Price:  
\$2.199 per Gallon

(A processing fee of 2% will be added to all purchases made by credit card.)

- **Fixed Price** – Your price is locked-in for the number of gallons purchased. Your price remains fixed until gallons are used or plan expires. A minimum purchase of 500 gallons is required.
- **One Convenient Payment** – A single payment covers the entire volume of oil agreed upon in your contract.
- **One Price** – Your price will not change, regardless of where market prices go until your gallons purchased are used or the plan ends.
- **Priced for Total Gallons Purchased** – Your price remains firm until you run out of pre-purchased gallons or your plan expires on April 30.

**Offered on a first-come, first-served basis.**  
Price may change when initial supply has been sold.

### CHOICE 3

## CAP Protection Only Plan

Price Cap of  
\$2.599 per Gallon

- **Not interested in a plan but want Price Protection?** – The CAP Protection Only Plan is available for \$156.00 per year.
- **Seasonal Price Protection** – The gallons used during your contract year (up to 1,000 gallons!) will not exceed the capped price.
- Entire cap fee is payable upon enrollment.

**SEE NEXT PAGE NOW for More Information on Each Plan and Your Sign-Up Form.**



## FACTS, GENERAL TERMS & CONDITIONS on Each of Deiter Bros.' Three Pricing Plan Choices

### CHOICE 1



Optional Price Cap  
Protection Available

Under the **BetterWay® Plan** with price cap protection, the price you pay for fuel will not exceed the published cap price. An annual fee is charged for cap protection. This fee is based upon the number of gallons used last year or an estimate of what you may use this year if we do not have a full year's consumption on file. We charge your account the entire fee in the beginning of the **BetterWay Plan** year, and it is included in the amount of your monthly plan payment. We pay these fees to our broker in advance. Therefore, no refunds will be made for cap fees once they are charged to your account. Not concerned about prices going higher than the price cap? You can sign up for the **BetterWay Plan** without cap protection. Market prices will be charged throughout the 12 month plan. Rebate on any credit balance is applied each month.

- **BetterWay** payments are due on the **1st of the month**. They will be considered past due after the 10th. Finance charges or loss of rebate on any credit balance will occur in the event payment is late.
- **BetterWay** payments may be increased or decreased if the quantity or price is higher or lower than the estimate used to establish your payment. Customer agrees to any price adjustment.



For HEATING OIL  
Customers Only.

For PROPANE Pricing and Programs:  
Email: [Propane@dbrothers.com](mailto:Propane@dbrothers.com)  
Call: 1-800-334-8371 (1-800-DEITER-1)

### CHOICE 2

## PrePay Plan

The **PrePay Plan** provides for a firm-fixed price throughout the plan year. Gallons are not refundable and do not carry over to the next year. In order to guarantee supply, we must pre-purchase this product for you, therefore we cannot carry any unused gallons into another season. If you have gallons remaining on May 1, there may be a restocking fee of as much as 50% (depending on market pricing at the time).

**Therefore, IT IS IMPORTANT THAT YOU PRE-PURCHASE ONLY THOSE GALLONS THAT YOU ARE CERTAIN YOU WILL USE.**

- Should you move during the plan year, remember to include your credit at time of settlement. We will gladly transfer it to the new homeowner, provided they become a credit-approved automatic delivery Deiter Bros. customer.
- As deliveries are made, pre-purchased fuel is delivered first. Any additional fuel required will be delivered at our established price on the day of delivery.
- If customer runs out of the **PrePay Plan** gallons prior to April 30, Deiter Bros. will deliver, when required by automatic delivery calculations, at market price.
- Automatic delivery continues beyond plan expiration unless notified by customer in writing, 30 days in advance, to discontinue.

For HEATING OIL  
Customers Only.

For PROPANE Pricing and Programs:  
Email: [Propane@dbrothers.com](mailto:Propane@dbrothers.com)  
Call: 1-800-334-8371 (1-800-DEITER-1)

### CHOICE 3

## CAP Protection Only Plan

With the **CAP Protection Only Plan**, the price you pay for fuel will not exceed the published cap price AND you do not need to commit to any other Deiter Bros. payment plan (like BetterWay Plan) to secure this price protection benefit. An annual fee is charged for cap protection. This fee is based upon the number of gallons used last year or an estimate of what you may use this year if we do not have a full year's consumption on file. We charge your account the entire fee in the beginning of the **CAP Protection Only Plan**. We pay this fee to our broker in advance. Therefore, no refund will be made for the cap protection fee once it is charged to your account.

- Entire cap fee is payable upon enrollment.

# 2020-2021 Payment Plan SIGN-UP FORM

**SIGN UP SECURELY ONLINE AT [WWW.DBROTHERS.COM](http://WWW.DBROTHERS.COM) or USE THIS FORM**

I have read the payment plan offering descriptions for this season and I wish to participate as indicated below; only check those boxes for the plan(s) that you want.

☐ Bill my credit card\*. Information provided below (Circle One):



Date \_\_\_\_\_

Account # \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

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

Phone \_\_\_\_\_

Email \_\_\_\_\_




Credit Card Number \_\_\_\_\_

Security Code\* \_\_\_\_\_ Expiration Date \_\_\_\_\_

Name As It Appears On Card \_\_\_\_\_

Signature \_\_\_\_\_

\* Security code is the last 3 digits in the number located on the back of card in the signature area. For American Express card-holders your 4 digit code is located on the front of the card.

<p><b>CHOICE 1</b></p> 	<p><input type="checkbox"/> I want to spread my annual fuel costs over 12 months with equal monthly payments.</p> <p><input type="checkbox"/> I want to add CAP protection to my <b>BetterWay® Plan</b>. I understand that this protection insures that I will not pay more than \$2.599 per gallon during the term of the protection, but there is no limit to how low a price I may be charged. I understand the charge for this protection will be calculated based upon my estimate of annual consumption as listed in the introductory letter accompanying this offer (\$13.00 per month).</p> <p><input type="checkbox"/> I want to include my annual maintenance agreement in my <b>BetterWay® Plan</b>.</p>
<p><b>CHOICE 2</b></p> 	<p><input type="checkbox"/> I want to pre-purchase _____ gallons @ \$2.199 for a total of \$ _____.</p> <p><input type="checkbox"/> I want to pre-purchase _____ gallons @ \$2.249 per gallon for a total of \$ _____ and make 3 equal monthly payments in June, July and August.</p> <p>A processing fee of 2% will be added to all purchases made by credit card</p>
<p><b>CHOICE 3</b></p> 	<p><input type="checkbox"/> I want to participate in the <b>CAP Protection Only Plan</b> (\$156.00 per year). Price Cap of \$2.599 per gallon.</p>

If you are currently on the **BetterWay® Plan** and wish to remain on the Plan without any changes, **YOU DO NOT NEED TO DO ANYTHING.**

**YOU CAN FIND THE NUMBER OF GALLONS YOU USED LAST YEAR** printed with your name/address on this newsletter.

**FOR PAYGO CUSTOMERS**  
Our PAYGO program has been cancelled. If you are or were on Paygo and want to enroll in the BetterWay Budget, please be sure to fill out this form. You can do this online or by simply mailing this one in.

Please fill in above and detach here.

What our lawyers make us say. All taxes (manufacturer's tax, retailers occupation tax, use tax, excise tax, duty, customs, inspection or test fees, utilities, or any other tax, fee, or charge of any nature whatsoever), present and future, imposed by any governmental authority or municipality on or measured by the transaction between Deiter Bros. (Company) and the customer (Customer), shall be paid by Customer in addition to

the price quoted or invoiced. In the event Company is required to pay any liability for such tax, the Customer shall indemnify Company and hold Company harmless from and against any liability relating to such tax. This indemnification and holding harmless shall also apply to any liability resulting from any exemption certificate or other indication of exempt status provided by Customer not being applicable to the authority imposing the same.

- Deiter Bros. reserves the right to terminate contract and its pricing at any time without notice due to noncompliance to agreed upon terms or due to unforeseen world events and conditions affecting supply and/or pricing beyond our control.
- BetterWay® cap fees are not refundable. BetterWay® payments may change due to fluctuations in customer usage gallons.
- Prices subject to change without notice.

**Deiter Bros.' Pennsylvania Home Improvement Contractor Registration Number: PA000736**

**INSIDE**  
**Time-Sensitive Information**  
**2020-21 PAYMENT PLAN**  
**Choices & Sign-Up Form**  
**PLEASE OPEN NOW!**



Deiter Bros.' Pennsylvania Home Improvement Contractor  
 Registration #PA000736 / NJ HIC #13VH04248200

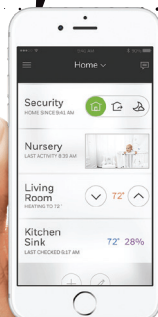
## **Honeywell Home** **T10 Smart Thermostat** **Smart Enough to Be Simple!**

The #1 name in comfort control does it again with an affordable, super smart thermostat designed to deliver more control, comfort and energy efficiency in your home.

- **EASY & COST-EFFECTIVE** – Simple to program home so energy usage fits your life schedule. Why pay to heat/cool when you are not home?
- **ZONE SMART** – Heat or cool specific area(s) of your home.
- **CONTROL FROM ANY DEVICE** – Phone, laptop, tablet, even voice!
- **GEOFENCING TECHNOLOGY** – T10 knows if you're coming or going from home. 20371 Turns energy down when you leave...back up on your way home for walk-in comfort.
- **HONEYWELL HOME APP** – For iOS and Android. Controls comfort from anywhere. Monitors heat/cooling while away to save energy, money and peace-of-mind.



**Early Bird Bargain!**



## It's **TUNE-UP TIME** for Central Air Conditioning or Heat Pump Systems!

It's worth every penny to keep your home cool and comfortable during the heat and humidity predicted for this summer. Plus, when you keep up with your cooling system's annual maintenance, you can expect it to use less electricity AND run years longer without major repair bills.

SO, CONTACT US NOW to schedule your Spring Tune-Up. Our team is ready to schedule your visit at a time that is convenient for you...and beat the heat that we all know is just around the corner. 64824



**FREE Room Sensor to First 10 Callers**

CALL:  
**610-868-8566**  
 EMAIL:  
[service@dbrothers.com](mailto:service@dbrothers.com)