

Personally Speaking

A Message of Loss and Legacy

This is the most heartbreaking news I've ever had to share with you. After a brief illness, my father, James A. Deiter, left this life in late September at the age of 81. As stated in his obituary, he "passed peacefully from this life in his home, in the embrace of his beloved family and, as always, on his own terms."

Jim Deiter, Sr. embodied the generational family leadership which has defined the Deiter Bros. legacy since 1929. He grew up delivering ice, coal and heating oil to families throughout the neighborhoods of Bethlehem. He knew each of our customers and their kids by name. He appreciated their concerns as much as their compliments. By 264494 working as hard as any older breadwinner in this Pennsylvania steel town, "Jimmy" Deiter earned the respect and trust of his community. And he never forgot the importance of these two values.

Dad's first experience away from home was when he joined the United States Marine Corps at age 19. After proudly serving his country, he returned to his roots and the ever-growing family of Deiter Bros. customers.

He and his brother Bill Deiter assumed leadership of the company in the early 1970s, and Deiter Bros. grew through service innovations, multiple acquisitions, and of course, the recommendations of our customers. When Bill retired in 1994, Jim Sr. took the helm and skillfully guided Deiter Bros. through times both tough and triumphant throughout the next 27 years.

I am eternally grateful for the love and life lessons I learned from my Dad. Lesson #1 was his unwavering focus on customer service. He was more than just observant about taking care of our customers... he was obsessive. And this lesson, and his legacy, live on in our commitment of caring for you as a valued member of our Deiter Bros. family of customers.

I do not have the words to express my gratitude for the incredible outpouring of love that our family has experienced during this difficult time. Our heartfelt thanks to all for your condolences and continued loyalty.

James G. Deiter
Vice President, Deiter Bros.

James A. Deiter • 1939-2021

Shown with granddaughter Jennifer Deiter
Wisniewski and son James G. Deiter.

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**Great Career Opportunities NOW
with Deiter Bros.** (See the last page)

IN THIS ISSUE

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

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!



Natural Gas Prices Up 180% In Past Year

The biggest news of this year's young heating season is the skyrocketing price of natural gas. Just read the headlines:

NATURAL GAS HITS HIGHEST PRICE SINCE 2008

– WFMZ News, October 5, 2021

Brace for sticker shock, Lehigh Valley; Surging natural gas prices could put a dent in your wallet this winter

– The Morning Call, October 1, 2021

What's Up with Skyrocketing Natural Gas Prices?

– Marketplace, October 6, 2021

Natural Gas Prices Up 180% in Past Year

– WFMZ News, October 5, 2021

To those consumers who stuck with safe, affordable oil heat, congratulations. By all indicators at this time, it appears that heating oil supplies and prices will remain stable throughout this heating season. See more on Page 4 of this issue of *Comfort Courier*. Thank you.

[ENERGY INSIGHT]

James G. Deiter

Deiter Bros. Heating Cooling Energy • www.dbrothers.com

UGI's Natural Gas Rate Hikes: The High Price of One Provider

UGI recently announced plans for two rate increases, both scheduled to hit in 2021. The price hikes will effect both residential and commercial UGI customers.

According to *The Morning Call* report of May 19, 2021: "UGI blamed the increases on higher wholesale energy prices."

Really? Just last October, UGI was approved for a \$20 million hike in rates by Pennsylvania state regulators. And this was just the latest in a series of increases borne by families and businesses locked in to UGI's growing natural gas monopoly in the Lehigh Valley and other Pennsylvania communities. If history serves, more hikes are coming.

The key word here is "monopoly"...as in, no competition and thus no alternative choice of energy provider.

Fact is, all retail energy providers are subject to wholesale prices. When wholesale prices increase, so do retail prices to the consumer market. It's how businesses stay in business.

The difference? America's independent energy providers of LP gas (propane) and other petroleum-based fuels like heating oil **compete for your business**. We must work harder and smarter

to win customers on the basis of two fundamental values — **better prices and better service**.

If consumers are dissatisfied with either from their propane or heating oil company, they are free to choose a provider across town willing to offer better economics and/or service levels.

But if you're fed up with natural gas price increases or service, too bad. There is no choice...because UGI **is** the only game in town. BEFORE SPENDING THOUSANDS to switch from clean-burning oil or propane to natural gas, call or visit us for more facts at **www.dbrothers.com**.



FALL & WINTER WEATHER FORECAST:

With a traditional accuracy rating of 80%, the weather wizards at the *Old Farmer's Almanac* (founded 1792) have always provided a strong basis for our own *Comfort Courier* Weather Forecasts. But last year, they slipped to a mere 75% accuracy. So, they have assured us that they are throwing every criteria they have into these predictions—solar activity, climatology, 30-year degree averages, Aunt Ethel's bunions...whatever it takes to boost that average. If their crystal ball is tuned in properly, it looks like our Lehigh Valley is in for some serious cold this winter. Here's hoping your home heating system is ready to keep 65567 your home and family toasty indoors when those outdoor temps plummet into the single digits. All of us here at Deiter Bros. sure are!

LATE OCTOBER

Beauty or beast? The warmth we experienced in early October couldn't last. Lower temps from the 18th on should catalyze leaf colors into extraordinarily dazzling displays IF they can hang onto their trees throughout the pelting rains. Thunderstorms are followed by frequent showers during Week 4. Halloween weekend wraps up a cold and clammy month that would make any goblin giggle.

SAFETY NOTE: Trick-or-treat night may be on a Friday (29th) or Saturday (30th) in your community. Check with your municipality and be extra careful driving on neighborhood streets!

NOVEMBERRRRRR

That's no typo. At 5-degrees F. colder than average, this November could go down as one of the coldest on record. And it kicks off a 3-month span of significantly colder winter temps for our Lehigh Valley region. Week 1 brings our first sky-full of snow. Sunny skies return for Veteran's Day (the 11th) so remember to get out and thank those American heroes in your life. The cold snaps back sharply with intermittent rains for Thanksgiving Day (25th) weekend and continues with an occasional snow flurry to hurry in the holiday season.

DECEMBER

With the mercury averaging less than 35-degrees F. (4 degrees colder than previous years) weather-wise, this could be the new titleholder of December to Remember. Nights will be home-chilling cold, so tend to any exposed pipes and make sure your heating system is tuned-up to handle a heavy workout. Bundle up for cold rains and sleety snow in the opening weeks. Old Man Winter officially makes his debut on the 21st with a gift of "wintry mix" precipitation for Christmas. Our first serious snowstorm will be a multi-day doozie dropping in from the 29th right up to New Year's Eve.

JANUARY

Talk about a cold open! The curtain rises on 2022 with temperatures at 6-degrees F. colder than average. The snow piles from December's last blast are still with us and the opening two weeks of January bring wave after white wave of snowfalls reaching a crescendo snowstorm in Week 3. This is followed by a deep freeze through the final two weeks cold enough to make a snowman shiver. If you are planning on heading south for a winter thawing out, the last two weeks of January look like the ideal time to take off.

FEBRUARY

Whew! Winter's icy grip finally loosens with February temps at an almost-balmy 4-degrees F. above average and precipitation 1 inch drier than normal. Lovers' Month opens sunny and mild with only the occasional dusting of snow leading up to Valentine's Day on Monday the 14th. The final two weeks are the start of a steadily upward temperature 158734 trajectory with a series of sunny days sure to warm even the coldest heart. This "above average temps" warming trend continues into the end of April.

MARCH

Our very welcome warmth with a wee bit more moisture than usual continues with the mercury at 5-degrees F. above average and more than 2-inches more of the wet stuff falling our way. But don't put away those snow shovels just yet. A pugnacious St. Patty's Day on Thursday, March 17th brings a last lucky punch of snow which could be reminiscent of those heavy, wet surprise snows of recent years. No worries. We welcome Spring on Sunday, March 20 with sunny days and light, sparkling showers to warmly moisten our land for a fresh burst of flowers in all their blooming beauty!



Reality Check:

“Electrify Everything” is No Answer for Clean Energy Future

Congress passes bills, but American consumers pay for them. This reality will really hit home (and wallets) with Congress now moving ahead to “electrify everything”—including your home and vehicles—as a big part of a \$3.5 trillion bill intended, among other goals, to establish a nationwide renewable electricity standard and new social programs.

The reality that is NOT being shared with consumers is that this bill is built on a politically fueled fantasy that is selling “electric everything” as the route to a fossil fuel-free world powered by electricity from wind, solar and other “green” energy sources.

Where Do They Think Electricity Comes From?

According to U.S. Energy Information Administration (EIA) data as of February 2021, 60.3% of the electricity in the U.S. power grid is generated by fossil fuels.

Additionally, two additional power sources of the U.S. energy stream are no longer being built: nuclear plants (19.7%) and hydropower dams (7.3%). Add fossil fuel’s share and a total of 87.3% of America’s current energy needs comes from sources that do not have a place in America’s energy future.

What is left are the intermittent renewable energy sources: Wind power currently feeds 8.4% of our needs, solar just 2.3%. They are classed as “intermittent” because they are weather-dependent. But the wind doesn’t always blow and

the sun doesn’t always shine. Reality: Without combustible fuels, America goes cold...in more ways than one.

U.S. Needs Realistic Clean Energy POLICY... Not Politics

The problem is that our national leadership reacts to political pressure rather than developing a workable National Clean Energy Strategy. Such a strategy would 764990 employ new technologies which include readily available and abundant energy sources with low to no environmental impact.

Renewable Liquid Heating Fuels: Clean Fit for U.S. Energy Future

Renewable Liquid Heating Fuels are a new class of petroleum-based energy proven to reduce greenhouse gases, support local economies and contribute to U.S. energy and environmental security.

One example is a net-negative carbon liquid heating fuel called EL (ethyl levulinate) produced from sustainably harvested wood products, municipal waste, and forestry and agricultural residuals. Now scaled up for distribution as a heating fuel, it has the potential to significantly reduce greenhouse gas emissions while revitalizing rural economies in the Northeast U.S. **See Page 6 of this issue of Comfort Courier on how Vassar College has switched to Renewable Liquid Heating Fuel.**

Energy Outlook

It’s no surprise that all major heating energy sources are on the rise.

Here is the latest analysis from the **U.S. Energy Information Administration (EIA)**. As you can see from the chart, heating oil was on track to continue trending lower in price over the 4-year span, but will now register an increase. In our opinion, this is one of many unfortunate outcomes caused by the shift in energy policies enacted by current leadership in Washington D.C. and it reflects the high cost of squandering America’s hard-won energy independence.

YEAR:	2019	2020	2021	(Projected) 2022	4-YEAR SPAN
HEATING OIL: (Per Gal.)	\$3.00	\$2.44	\$2.97	\$3.04	1.33% ↑
NATURAL GAS: (Per 1000 Cu. Ft.)	\$10.46	\$10.82	\$11.36	\$11.23	5.25% ↑
ELECTRICITY: (Per Kilowatt Hr.)	\$13.01	\$13.20	\$13.59	\$13.82	3.07% ↑

Source: U.S. Energy Information Administration, Short-Term Energy Outlook; August 10, 2021

PROPANE: Continued Price Stability a Good Bet

The EIA’s projections for propane prices were not available at print time, so we turned to the experts at *LP Gas*, a leading industry trade journal, for the following outlook from energy insider, Mark Rachel:

“If we can pluck good news from propane prices, it would be that next winter’s (2022) prices are much lower than the current prices.”

As energy veterans ourselves, we maintain a strong skepticism about any rosy price outlooks. There are just so many factors—geopolitical events, weather swings, supply chain problems, etc.—that can tilt prices one way or another. So here at Deiter Bros. we are hopeful that ample supplies will keep prices 768503 stable throughout the coming winter...and, like all our propane customers, we are keeping our fingers crossed.

Customers like you are precious to us.

That's why we are offering you this exclusive incentive to share your Deiter Bros. experience with a trusted friend or family member.

For every one of your referrals who become a Deiter Bros. **Heating Oil** or **Propane** customer, you will receive the following rewards:

It's Easy to Do, Too.

Simply have your referred friend or family members call or email us and mention that you referred them. For every one of your referrals who become a Deiter Bros. **Heating Oil** or **Propane automatic delivery** customer, you are BOTH eligible for these

Sapphire Edition Rewards:

\$75 for You. Credited to your account.*

\$75 for Your Referral. Credited to the new account.*

5,000 Deiter Bros. Rewards Points for Each of You.

Redeemable for future purchases of fuel, equipment, services and more.*



Refer a Friend or Family Member for Deiter Bros. Services:

- Heating Oil • Propane

200 gallon minimum automatic delivery required for above Product/Service categories to be eligible for Refer & Rewards Sapphire Edition incentives.

Call: 610-868-8566 • Email: referral@dbrothers.com

Be a Friend. Bring a Friend to Family-Style Service and Value.

If your referral becomes a Deiter Bros. customer, we will contact you promptly about your rewards.

Thank You for Your Continued Loyalty.



DEITER BROS!

HEATING • COOLING • ENERGY

Refer & Rewards

SAPPHIRE EDITION



— Drop Off Toys —

NOW Through
December 14, 2021

Monday to Friday, 8 am to 5 pm

Join Us In Making This the *Best Christmas Ever* for Local Kids!

Drop off a new toy* at locations below and we'll get it to Toys For Tots in time for Christmas.

Deiter Bros. BETHLEHEM – 1226 Stefko Blvd. or
Deiter Bros. EASTON – 1000 Bushkill Dr.

For pick-up at your home or business,
email: T4T@dbrothers.com.

More facts? Call **610-868-8566**.

Or visit: allentown-pa.toysfortots.org

**Toys, games, arts, electronics or sporting goods appropriate for boys and/or girls up to age 12. NO NEED FOR HOLIDAY WRAPPING. 151340 Keep all toys in original packaging. No food items or toys resembling weapons, please.*



**Lower Environmental Impact.
Longer Equipment Life.**

Deiter Bros. heating oil is called EnviraFuel. As the name denotes, it is better for the environment because it is a blend of low-sulfur petroleum and biofuel (made from plant-based products) with premium additives formulated to reduce smoke and corrosion.

EnviraFuel burns cleaner, significantly reducing the amount of carbon dioxide, sulfates, hydrocarbon and particulate matter normally 60674 associated with the combustion process of standard heating oil.

Low-sulfur fuel blends like EnviraFuel are easier on heating equipment as well as the environment. Sulfur is a corrosive byproduct of the combustion process with ordinary heating oil. According to a study by the Consumer Energy Council of America (CECA), the deposition rate on equipment averages 2.6 times lower with low-sulfur heating oil, like EnviraFuel. "Lowering the sulfur content will lead to greater equipment reliability and efficiency through less buildup," states the CECA study.

Top College Converting from Natural Gas to Liquid Heating Fuel

One of America's leading colleges has a valuable lesson to share about the economic and environmental advantages of liquid heating oil versus natural gas.

Vassar College — a prestigious private liberal arts college in Poughkeepsie, NY — is converting two massive central boilers from natural gas to burn a renewable fuel oil (RFO) liquid heating oil.

Vassar considered several options for heating system replacements, including electric heat pumps. The decision to switch to renewable liquid heating fuel for its immediate, cost-effective environmental benefits was 763314 driven in part by a report titled

"The switch from natural gas is projected to reduce greenhouse gas emissions by 4,000 tons per year, equal to the emissions of 10 million passenger vehicle miles. After extensive study, the institution is converting from natural gas to liquid heating oil."

"A Future Heating Plan for Vassar College" by Benjamin Schaeffer of the Illinois Institute of Technology.

Schaeffer found that in addition to providing significant greenhouse gas savings, renewable liquid fuel presented a "highly affordable" option, noting "the fuel savings over five years would have a net present value of \$1.37 million."

The switch from natural gas is projected to reduce greenhouse gas emissions by 4,000 tons per year, equal to the emissions of 10 million passenger vehicle miles. It will also produce significant cost savings, according to the report.

Of all options considered—including electric heat pumps and hybrid solar—the renewable liquid heating fuel conversion provides by far the greatest annual cost savings and greenhouse gas reductions.



VASSAR

(Left) Vassar College Rockefeller Hall, built in 1897, is home to the departments of Political Science, Philosophy, and Mathematics. – Photo by Noteremote

HOME LIFE HACKS

COOKING OIL GETS RID OF STICKY LABEL RESIDUE

Rub the sticky area with cooking oil. Let it sit for a few minutes, then easily wipe away the gunk.



REMOVE CRAYON MARKS WITH A HAIRDRYER

Heat any marks with a hair dryer for a few seconds to soften the wax and then wipe off using a soft cloth.



USE TOWEL-WRAPPED TONGS TO CLEAN YOUR BLINDS

Simply wrap dish towels around either side of a pair of tongs, secure them with rubber bands, and you've got a DIY duster!



REMOVE SPILLED CANDLE WAX WITH ICE CUBES

Instead of trying to scrape wax off, fill a plastic bag with ice cubes and place it on the spill. Once the wax has hardened, remove it easily without ruining carpet, fabric or furniture.



REMOVE SCRATCHES ON FURNITURE WITH TOOTHPASTE

Rub a small pea-sized amount of toothpaste (not gel) onto the scratch and use circular motions to buff it out.



EXTEND YOUR VACUUM'S REACH WITH TUBING

Use PVC piping or paper tubing to extend your vacuum's reach to clean ceiling fans and dusty corners.



——— *INSIDE* ———
Fall & Winter Updates



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

Managing Employee Shortage Challenges

One of the many negative effects of the pandemic is an acute shortage of qualified employees in all industries. And Deiter Bros. is no exception.

We apologize to those customers who have had to wait longer for their heating/cooling system maintenance or installation services. Here are two ways we are working to address current employee shortage challenges.

- 1. Deiter Bros. is actively seeking experienced HVAC technicians and CDL drivers.** We are very interested in anyone with these skills and an interest in a future with a company that values career advancement and ongoing education, as well as financial and benefit rewards.
- 2. We are also hiring NEW recruits to train as HVAC service technicians.** Hiring criteria include a "customer first" attitude, a healthy work ethic and basic mechanical aptitude. Recruits are paid while they learn in classroom, lab and online formats. If successful, they advance to learn from Deiter Bros. Master Technicians in actual work settings. Our goal is to build the next generation of HVAC professionals with the technical knowledge and social skills our customers deserve from Deiter Bros. employees.

DO YOU KNOW ANYONE LOOKING FOR A REWARDING CAREER WITH A PROVEN LEADER? Please have him/her visit the **CAREERS** section at www.dbrothers.com and fill out the online form today. *Thank you!*



CLASS ACT »

To keep current with the latest in HVAC technology and service techniques, classroom training in Deiter Bros. education facility at our Bethlehem headquarters is a regular regimen for all HVAC service team members.

