

EnergyWise

Dana Jones— ELECTED PRESIDENT OF THE OIL HEAT COUNCIL OF NH



At the recent Oil Heat Council of New Hampshire's annual meeting in Portsmouth Dana Jones, Marketing Director of White

Mountain Oil and Propane, was elected President for 2011.

The Oil Heat Council of New Hampshire is an organization of retail home heating oil dealers dedicated to promoting professional and ethical business practices within the industry, serving the majority of citizens in the state who use oil as a heating source, communicating with this consumer base, and monitoring regulatory and legislative actions which may affect the industry. The Oil Heat Council also promotes energy conservation, safety, and environmental concerns.

According to Mr. Jones, "I am honored and excited to take a leadership role in the oil heat industry at this challenging time in our nation's energy discussions. I believe oil remains a viable part of our total energy picture and, with modern clean-burn technology, oil remains an important segment of New Hampshire's energy solution".

Dana Jones has worked at White Mountain Oil and Propane for more than 30 years, beginning as a truck driver in the winter of '78-'79. He has been responsible for our sales and marketing efforts for several decades. Dana lives in Conway Village with his wife, Meredith, and is the proud father of two grown children, Adam and Crystal.

Keeping the Dining Car Hattie Evans "Cooking"

In 2010, the historic Dining Car Hattie Evans became the official dining car of the Conway Scenic Railroad's Notch Train. Now from June through October, passengers can enjoy a three-course meal while the train winds its way past spectacular views, over the legendary Frankenstein Trestle to Crawford Station at the headwaters of the Saco River. Built by Pullman Standard in 1949 for Norfolk & Western Railroad, the newly restored dining car features a beautiful oak interior, handsome custom upholstered booths, original murals—and a propane-fueled stainless steel kitchen, which was designed and installed with the assistance of White Mountain Oil and Propane.

Conway Scenic's owner, Russ Seybold explained, "The Hattie Evans was so well received last year. All the food is prepared right on the train. The kitchen was originally coal-fired; we took that out and installed a stainless steel kitchen with a 6-burner range, griddle, grill and oven, that all use propane. Through discussions with White Mountain Oil and Propane, we came up with a plan, then they provided us with the mechanical drawings we needed to get the necessary approvals."

According to Dana Jones, White Mountain Oil and Propane's marketing manager, "It's great to be part of such a unique project. We really appreciate how Russ and the folks at the Conway Scenic Railroad chose to work with local companies and craftspeople on a project that reflects our local history." *continued on page 2*



Left: Hattie Evans kitchen. Right: Dining Car Hattie Evans.

Hattie Evans continued...



Propane fuels the kitchen of Dining Car Hattie Evans.

“Hattie was rebuilt over two years,” continued Seybold, who said that Accu-Temp, Ela Sheet Metal, Milford Flooring and Creative Expressions by Wanda Allen all played a part. “Wanda got involved with the decor and helped us pick fabrics and colors. Her father made the booths, while Wanda did the upholstery. George Small, a retired carpenter who works at the Railroad now, did the woodwork. The five murals, which show scenes from the Notch, were done by Laureen Hylka-Wondolowski, who’s exhibited with the Mt. Washington Valley Arts Association.”

Hattie Evans’ Life by the Tracks

The Dining Car Hattie Evans is named for a pioneering woman who played such a big part in the history of railroading in Crawford Notch.

In 1903 Hattie Evans and her husband, Loring moved to the Mt. Willard Section House in Crawford Notch as he was the Section Foreman for the Maine Central Railroad. When he was killed in a train accident in 1913, Hattie remained at the Section House with her four small children. She supported her family by housing and feeding the men who maintained that part of one of the steepest railroad tracks in the eastern U.S.

Life at the remote Section House wasn’t easy, the chores were as endless as the needs of the children. According to family stories, the humble and unassuming Hattie had an indomitable spirit, and she instilled in her children and grandchildren old-fashioned values and strong family bonds.

Hattie left the Section House in 1942 to live with her daughter, Mildred. She died in 1954. Eighteen years later, fire destroyed her former home. The house is

now gone, but not the family’s memories. They maintain a memorial site in Crawford Notch where, etched in gray granite, is a picture of the Section House and the Evans family homestead.

Hattie’s grandchildren, Wayne Ruggles of Littleton, Craig Robinson of Gorham, Maine, Gary Kezarian, Ann Robinson Mills of Peacham, VT, Vernon Evans of Chester, and Lynn Parsons of Bartlett rode on the inaugural run of the dining car named in her honor.

For more on Hattie’s life, read “Life by the Tracks,” by Virginia Downs, and available at local libraries and the Conway Scenic Railroad’s gift shop.



Hattie Evans’ children, Enola, Gordon, Mildred and Raymond literally caught the train to school in Bartlett: the train slowed, but didn’t stop.

Photo from the Ray Evans collection at the Bartlett Library.



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Automatic E-Pay Electronic Payment Program

The Automatic E-Pay Electronic Payment Program provides customers with the ease and convenience of having their account activity automatically charged to their debit or credit card. E-Pay customers also enjoy White Mountain Oil and Propane's 10-day/¢10 per gallon discount opportunity (certain restrictions apply).

E-Pay customers choose the billing option that works best for them:

- **Automatic E-Pay (Each Delivery)**—Charges for fuel products are applied immediately following each delivery to your home or business.
- **Automatic E-Pay (Monthly)**—Charges for all account activity are applied on the 10th of every month. This provides a single monthly transaction that covers all of your account activity.

Other Online Payment Options

Customers who do not want to pay automatically but who still want to make online payments also have two options. By becoming a registered user at www.whitemountainoil.com, customers enjoy access to their private account information and can monitor pricing, delivery schedules, access their billing statements and make payments.

- **Pay Online**—Registered users can make online payments directly off www.whitemountainoil.com while viewing their account information.
- **Pay Directly From E-Tickets**—Customers who receive their delivery tickets via email (E-Tickets) have the option of using the White Mountain Oil and Propane secure online payment system directly from the E-Ticket, saving them time and making it easier to take advantage of the 10-day/¢10 per gallon discount opportunity.

Carbon Monoxide: A HIDDEN HAZARD

It's well known that carbon monoxide from car exhaust can be deadly if not properly vented to the outside. People can also become sick or die from breathing the carbon monoxide that may be produced from burning common heating fuels like wood, coal, fuel oil, kerosene, natural gas and propane. Carbon monoxide is odorless and colorless, so it's difficult to detect. There are a few things you can do to prevent carbon monoxide poisoning:

- Check your appliances and venting systems regularly
- Install CO detectors in your home
- Never use your oven to provide heat
- Never use portable heaters indoors
- Never use a gas grill indoors
- Check the vents on your appliances for blockage after every snowstorm

Even very small amounts of carbon monoxide in the air can be highly dangerous!

Please keep your driveways, walkways, fuel tanks and heating exhaust vents clear of ice and snow.

During the winter season, when oil or propane are keeping you and your family warm, it is also critically important to be mindful of how that oil or propane gets to your home. To ensure safe access to your fuel tank, please keep snow and ice cleared from your driveway. Remember, our fuel delivery trucks are longer and wider than a passenger car, and much taller, so please keep bushes and branches trimmed and allow for safe turn-around spots, if applicable.

You should also do your best to clear appliance vents, chimneys, and flues of snow and ice so appliances can vent properly. This is especially critical on the roofs of mobile homes. Customers should clear snow carefully, using a broom rather than a shovel to avoid damaging any components of the propane supply system or heating venting equipment.

It's important to call if a tenant or homeowner changes.

Please give White Mountain Oil and Propane a call if you will be moving or if there is a tenant change in a rental home. This is the only way we can be sure your propane system remains operating safely. (It is also the only way we can issue a credit to the previous owner or tenant).

Sometimes when people move they take a gas appliance from the premise without properly plugging or capping the propane line creating a potentially dangerous situation! Proper safety procedures are extremely important when someone moves or there is a change in tenants.

For your safety, and the safety of others, please notify White Mountain Oil and Propane whenever there has been a change in residence.



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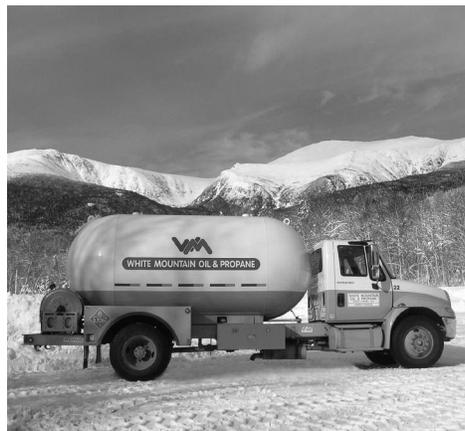
Fuel Price Issues

As we enter 2011 the prices of heating oil, gasoline and propane are climbing, once again. Oil is above \$90/barrel for the first time since October 2008. The reasons for this sound familiar:

- China's demand for crude oil is up 7% over last year. The growth of Asian and third-world markets creates more bidding for the world's oil supply.
- The US dollar grows weaker. The US government showed a \$90.5 billion budget deficit in August. That was actually an improvement from a \$103.5 billion deficit a year before! Our government has operated at a deficit for 28 months in a row. A weaker dollar leads to higher crude prices.
- The primary culprit continues to be commodities trade speculation.

In the spring of 2010 Bloomberg News reported, "Oil, the most actively traded commodity in the world on global futures markets traded about 500,000 contracts a day...the equivalent of 500 million barrels. The IEA's latest forecast for global oil demand is for 86.6 million barrels a day". In other words, oil paper futures have been "traded" at a rate almost 6 times the actual world's consumption. This is not supply and demand. This is speculation. Investors are buying consumable materials as "insurance" against inflation.

According to Jim Collura, Vice President for Gov't Affairs, New England Fuel Institute, "Many experts consider the current price of fuel to be more a result of profit taking by financial commodity traders than any other issue. They argue that loopholes have allowed large amounts of speculative trading without the once-present rules and oversight needed to keep it from distorting market prices. Most trading is now done in the 'dark' and out of reach of federal regulators. Congress passed a law in the summer of 2010 to reverse many of these loopholes; however it could be a year or more before regulators put them in place, overcome legal challenges by Wall Street and before they have any real effect."



White Mountain Oil & Propane truck delivering propane at Wildcat Mountain ski area.

Propane Pricing

Propane in the Northeast has had it's own unique issues beyond the cost of a barrel of oil. A leak was discovered late August in the pipeline which delivers propane gas from Texas to Selkirk, New York. Since that time truck, rail, and ship deliveries have been increased to keep the entire Northeast sector supplied with propane.

In addition to this dilemma, there were inadvertent shipments (by rail) of "un-odorized" propane into western Massachusetts in October which caused an immediate crisis in the Connecticut, Massachusetts and Rhode Island area. All regional propane bulk plants had to be shut down and checked before propane was allowed to be delivered to customers.

This did not affect our customers. White Mountain Oil and Propane has had no interruption in our propane, or fuel oil, supplies. We have secured contracts in place with long-term wholesalers and operate our own, local storage facilities. We continue to do our best to be, "Always There for You..."

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