

25 YEARS OF SUCCESS IN BUSINESS AND IN THE COMMUNITY

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We are on the web
www.mikemurphyandsons.com



Mike Murphy and Son's Oil Past, Present & Future

THE BEGINNING

Mike Murphy and Sons, Inc. was formed in 1985 by owners Mike & Pam Murphy. Mike had been working for ten years with an established oil company prior to coming to the decision to be his own boss. Pam used her administrative knowledge and background to become the administrative staff for the newly formed Mike Murphy and Sons Oil. Pam & Mike transformed a spare bedroom of their Atkinson, New Hampshire home into an office, bought a used service van and the building blocks were established. Mike began a company that would be loyal and just to their customers. The business grew through word of mouth as an oil company with quality workmanship that customers could depend on.

PRESENTLY

Currently, Mike Murphy and Sons has grown into a full service oil company with several service vehicles as well as fuel delivery trucks. Mike Murphy & Sons now offers programs such as prebuy contracts, budget programs, and automatic fuel deliveries amongst others. The staff uses modern computer programs to forecast fuel usages for individual homes to optimize deliveries. In 2001, the office moved to a state of the art bulk oil facility at 57 Newton Junction Road in Kingston, New Hampshire. There, we have storage for over 50,000 gallons of oil. We also have garages, office and retail



space all on one site. We recently completed a site upgrade that brought us into to new stringent EPA requirements for pollution prevention and put us in a great place to grow towards a greener future.

Through all of these physical changes, Mike Murphy and Sons continues to keep one value above all others; providing quality workmanship customers can depend on.

FUTURE

With concerns nationwide about the environmental footprint being left by Americans today, the oil industry continues to be hit hard with negative press. Mike Murphy and Sons continues to stay current with federal and state regulations regarding home heating fuels. The current goal is to introduce

bio-fuels into the mainstream marketplace. While this is not yet in place, Mike Murphy and Sons believes it is a new and exciting alternative that could lower our fossil fuel usage in the near future.

Mike Murphy and Son's is also looking towards the future as a company. As of June 1st, Mike and Pam's son Andrew was promoted to General Manager where he will handle the day to day operations and continue to develop the company for many years to come.

GM'S CORNER

Dear Valued customer,

It is with great honor I assume my new role at Mike Murphy and Sons Oil. I have witnessed on a daily basis my parents countless hours growing Mike Murphy and Sons Oil into a respected business in the area. I do not take the opportunity to begin this process of succession lightly. I will strive to continue the practices my parents have established with the values they have instilled in my upbringing. Mike Murphy and Sons Oil was established 25 days prior to my birth, sounds like a good month for my folks. All kidding aside I know what

strength it will take to continue the name my parents have established. Even at a young age I saw the good, and bad in running a family business and am ready for this great challenge. I ask for your continued trust in Mike Murphy and Sons Oil to be your loyal neighborhood oil company.

Respectfully,
Andrew Murphy

The best way to save money is with a yearly annual preventative maintenance, to keep your system operating at top efficiency

SERVICE DEPARTMENT

- Aboveground oil storage leak prevention upgrade

As our Massachusetts customers know from an informational letter in April, the State of Massachusetts passed a law that requires preventative upgrades to your oil system to avoid potential costly oil release. The new law requires the replacement or modification of bare copper oil lines that connect your oil storage tank to your heating system. While this law requires all Massachusetts residents to be in compliance prior to July 1st 2010, it is a recommendation we have for our New Hampshire residents as

well. The law was implemented because bare copper metal in direct contact with floor can degrade and possibly leak overtime. There are two upgrades to prevent a costly leak:

Option 1:

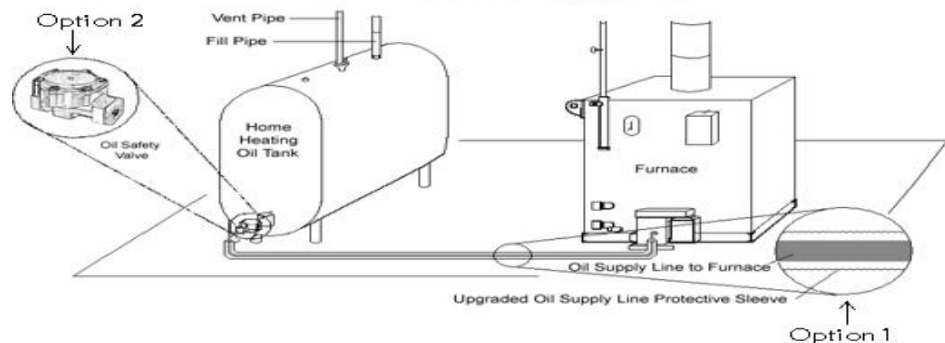
Replace your bare oil line with an oil line that is wrapped in a protective sleeve. In many cases, this option would require digging up the old oil line, replacing it, and cementing it to the floor.

Option 2:

Install an oil safety valve. An oil safety valve is a component installed in line to the current oil line. It operates as a valve that is usually closed but when the burner calls for oil it creates a vacuum in the line which opens the valve and allows oil to flow from the tank. This is often the most preferred and least disruptive.

System replacements eligible for government rebates and other money saving incentives

Above-Ground Home Heating Oil System Leak Prevention Upgrades



DELIVERY DEPARTMENT

The delivery department has several options on your delivery needs for the next heating season.;

- Call in
- Automatic
- Budget
- Prebuy

The budget plan has become a very popular options for homeowners. The budget plan spreads your oil payments over an 11 month period. This eliminates the big bills in January and allows you to better plan your heating bills. To sign up for the budget plan call the office and speak to MaryBeth and she will customize it to fit your needs.

The last option we offer is the ever popular PREBUY. As in years past the prebuy is while supplies available. The prebuy LOCK'S you in from November 1st 2010 to May 31st 2011. Please call the office today for pricing and availability of prebuy contracts. If you choose to participate we will hold your fuel and must receive the prebuy agreement and payment within 10 days. Please read the following prebuy agreement.

Sole Provider: The customer may not terminate this contract once Mike Murphy & Sons has accepted it until after March 31, 2011 or until all gallons purchased are used, whichever comes first. The customer agrees that Mike Murphy & Sons shall be the sole provider of home heating fuel to their home or facility during the contracted season.

Prices and Fees: Delivery of the pre-buy oil will begin on November 1, 2010 and continue through March 31, 2011. The price agreed upon on the date this contract is signed will remain the same throughout the duration of the contract or until all purchased gallons are used, whichever comes first. After March 31, 2011 any remaining funds will remain as a credit on your account. No refunds will be given. If a customer does not use at least 85% of purchased gallons by the end of the contract period, there may be a surcharge of \$250 applied to the account to cover storage fees.

Home Ownership Transfer: In the event of home sale or other transfer of ownership, customers may request that the remaining pre-buy funds be transferred to the new property provided the property is within Mike Murphy & Sons normal delivery area. If the new property is not within the coverage area or the customer does not want the funds transferred, a written request for reimbursement must be submitted to Mike Murphy & Sons. Mike Murphy & Sons will refund the remaining balance less \$1.00 per gallon not used to cover oil contract liquidation and administration fees.

Termination: You will be in default of this contract if you fail to abide by any of these terms and conditions. This contract may be terminated by Mike Murphy & Sons if you are in default. Upon any termination all amounts you owe shall be immediately due. Additionally, you agree to pay \$1.00 for every gallon remaining of your undelivered contract gallons as of the termination date to cover Mike Murphy & Sons damages.

Additional Terms: Mike Murphy & Sons will not be liable if prevented from completing our obligations under this contract by civil commotion, labor unrest, strike, fire, storms, supply interruption, energy crisis, acts of God, war, embargo, or any other matter beyond reasonable control. We secure our fuel delivery obligations under this contract by purchasing futures contracts for wet barrels for the duration of the contract from our suppliers.

Limitation of Liability: Mike Murphy & Sons may not be held liable for consequential, special, or punitive damages arising from this contract under any circumstances. Our liability under this contract shall not exceed the amount you actually paid to us for fuel. The customer will be responsible for our collection costs upon termination including attorney and legal fees, to the extent permitted by law.

Call today for pre-buy pricing and availability!!!



Go green call today to sign up for paperless billing

Cut here and mail in with payment

Mike Murphy And Son's Inc. Prebuy Agreement

Customer name _____

Account # _____

Delivery address _____

Gallons _____ @ \$ _____ = _____
(500 Min)

Payment Type: Check Enclosed

Credit Card _____ - _____ - _____ - _____

Expiration _____ (call office if preferred)

Signature _____ Date _____

Go green and sign up for paperless billing E-mail _____

(this will be used for billing purposes only)

Mike Murphy & Sons Inc.
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