Stem Brothers

Naturally, Your Fuel & Home Energy Experts.

Fall 2026 Vol. 4

80 Years of Serving Our Community

As we welcome the fall season, we are also celebrating a milestone that means so much to all of us at Stem Brothers - **80 years in business!** Since 1946, we have had the privilege of serving families and businesses throughout our community. Eight decades is a long time, and when we look back at all that has changed over the years, one thing has remained constant: our customers.

From everyone at Stem Brothers, thank you for your loyalty, your trust, and for allowing us to serve you and your families for the past 80 years. We look forward to continuing that tradition for many years to come.

Important Customer Notice

Beginning in November, a 1.5% service charge will be applied to all credit card transactions.

To avoid the service charge, customers may make payments by cash or check. **An ACH payment option will be coming soon**, allowing you to make payments directly from your bank account through your Stem Brothers online account portal. More information will be provided as soon as this convenient payment option is available.

Also, we'll soon be accepting American Express! This gives you another convenient way to pay bills.

A More Predictable Delivery Schedule – Important Information Regarding Your Account

Our delivery system has transitioned to a **day-of-the-week** delivery schedule. Instead of drivers creating routes that may take them across multiple areas of the county in a single day, our drivers are now assigned to specific areas on specific days of the week. This means our drivers can stay within a designated area, allowing us to plan routes more efficiently, reduce unnecessary travel, and provide more consistent service to our customers.

If you are an automatic delivery customer, this won't affect you; except to note that your delivery area will receive deliveries on a particular day of the week. However, if you are a **will-call customer, please note that the 72-hour delivery window is no more.** Your home will also be included in the day-of-the-week schedule. For example, if you call for a delivery on a Tuesday and your delivery area happens to be Tuesday, you will not receive that delivery until the following Tuesday. **To view your designated delivery day, please sign in to your online account portal on the Stem Brothers, Inc. website**.

This new system makes **automatic delivery** more important than ever. When you are on automatic delivery, our system monitors your account and helps us plan your delivery as part of our regularly scheduled routes. Rather than having to watch your tank level and call when you think you may need fuel, you can count on us to plan ahead and deliver before you run low.

Automatic delivery also helps us make the most of our new routing system. By knowing which customers need fuel in each area, we can build efficient routes in advance, keep our drivers in their designated service areas, and make sure our customers receive their deliveries in a timely manner.

760 Frenchtown Road P.O. Box 619 Milford, New Jersey 08848 (908)995-4825 heating@stembrothers.com

COLD WEATHER REMINDERS

We do our best to make deliveries during inclement weather, but our drivers can be delayed and/or rerouted due to road closures, downed trees or wires.

Please keep your oil fill pipes and/or propane domes clear.

Driveways should be opened to 9' wide to accommodate our delivery trucks in the snow.

Requests for a same day delivery include a **$95 re-routing fee for OIL** and **$150 for PROPANE Monday thru Friday and $200 Saturday & Sunday** and are subject to driver availability.

There is a 150-gallon minimum for deliveries.

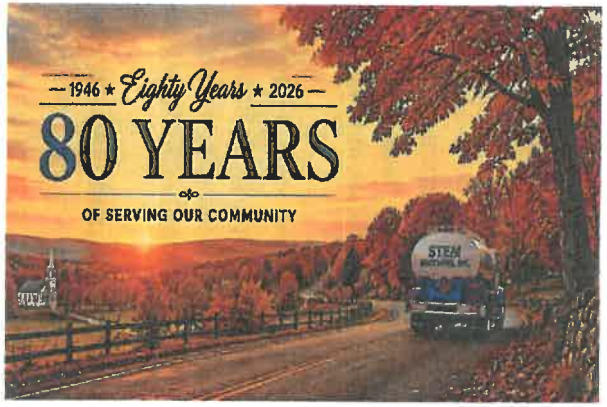
A $95 charge will apply for a less than a 150-gallon delivery.

Visit our website to view your account, pay a bill or request a delivery.

Presort Standard
US POSTAGE PAID
Phillipsburg, NJ
PERMIT #4

StemBrothers™
Naturally, Your Fuel & Home Energy Experts.
760 Frenchtown Road, P.O. Box 619
Milford, New Jersey 08848

Return Service Requested



PROUDLY SERVING YOU SINCE 1946

- Heating Oil
- Propane
- Diesel
- Kerosene
- Gasoline
- Diesel Key Club
- Boilers
- Furnaces
- Water Heaters
- Oil Tanks
- Propane Tanks