



100 West Forest Avenue  
Suite G  
Englewood, NJ 07631  
201-871-1100 phone • 201-871-3550 fax  
www.osgbilling.com

**FOR IMMEDIATE RELEASE**

**Contact:**  
Shannon Seastead  
Director of Marketing  
OSG Billing Services  
201-871-1100, ext. 209  
shannon.s@osgbilling.com

## **HERITAGENERGY CHOOSES OSG BILLING SERVICES FOR BILLING SOLUTIONS**

*~Premier Fuel Oil Supplier Realizes Greater Efficiency by Outsourcing Invoice Production~*

**ENGLEWOOD, NJ – January 29, 2009** – OSG Billing Services today announced an agreement to manage invoice presentment and distribution services for Heritagenergy, one of the premier distributors of energy products in New York's Hudson Valley. For over 80 years, Heritagenergy has been serving the community with their expansive line of heating agents, including home heating oil, propane, diesel fuels, kerosene and gasoline.

Prior to contacting OSG Billing Services, Heritagenergy conducted all billing in-house, which tied up valuable employee time and lacked marketing capabilities. This, along with the desire to present a clearer, more comprehensible statement, motivated Heritagenergy to look at outsourcing options.

"We chose to contract with OSG Billing Services as they can provide a clear and concise means of collecting receivables on a timely basis," said Leslie Karwacki of Heritagenergy. "Using OSG Billing Services will also allow us to communicate more effectively with our customers."

To enhance customer communications, Heritagenergy will utilize OSG View Plus<sup>SM</sup>, a tool that provides the customer service representative (CSR) with an instant view of a PDF of the invoice, empowering them to provide a fast resolution to the customer's billing concerns. The product also allows CSR's to print and mail, fax or e-mail a copy of the invoice to the customer.

To additionally boost customer communications, Heritagenergy will be employing the OSG Dynamic Messaging<sup>SM</sup> product. This feature allows the company to place customized messaging and graphics on the front of the invoice through an easy-to-use online interface for advanced marketing and communications opportunities.

"Heritagenergy takes pride in the products and services that they provide to their members," said Ron Whaley, vice president of sales and marketing of OSG Billing Services. "We are excited to be able to help with their billing process and look forward to being a part of their future growth."

### **About Heritagenergy**

Heritagenergy has grown to become one of the largest fuel oil suppliers in the Hudson Valley, serving customers in Ulster, Orange and Sullivan counties. Today, the firm is still family owned and operated, located in Kingston, NY.

Heritagenergy supplies customers with home heating oil, propane, diesel fuels, kerosene, gasoline, air conditioning and equipment. In addition, Heritagenergy provides 24 hour emergency

burner service for customers and can provide installation of new heating and air conditioning equipment.

**About OSG Billing Services**

OSG Billing Services provides fast, accurate, dependable invoice presentment and distribution services. As a trusted partner, we advise customers on direct billing strategies to improve the overall quality of the invoice and increase customer satisfaction. With a proven-process for invoice design, set-up and production, we can get invoices into the consumers hands quickly and error-free. We guarantee it.

The services we offer include: invoice consultation and design, error-free print and mail, targeted marketing programs, an automated document factory, online invoice management and electronic bill presentment and payment (EBPP). These capabilities have made OSG Billing Services an award-winning direct billing provider. Visit [www.osgbilling.com](http://www.osgbilling.com) or call 1-888 EASY BILL.

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