



Warm thoughts

from **Fuel Services!**

winter 2009

PERSONALLY SPEAKING

no best way to buy your fuel

Dear Friends,

As I write to you, crude oil prices are down more than 60% since last July and we've been able to lower your price as a result. If you enrolled in our EZ Pay plan, we have already *lowered your monthly payments twice* this season to reflect the decline in prices.

If you prebought your heating oil this summer, however, I'm sure you wish you had made a different decision.

looking back

When we were securing fuel for our prebuy program last summer, the "experts" predicted crude oil would soon reach \$200 a barrel. Many of our customers chose to purchase all of their fuel up front before prices climbed any higher. This certainly seemed like a prudent decision at the time.

We in turn signed contracts with our suppliers to buy oil at those rates. Now, the only way to nullify these pricing and supply agreements is to pay hefty buyout fees.

This shows that there is no best way to buy fuel—just options with trade-offs. You have to think carefully about which option is best for you and your own particular situation.

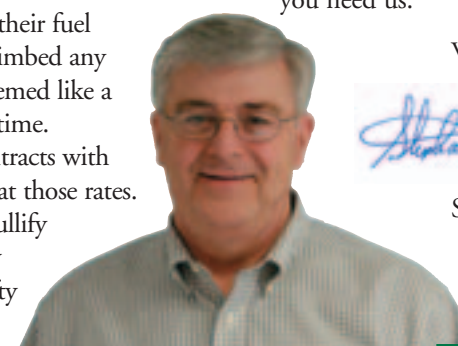
Last year, *everyone* who prebought their fuel saved money. This year... well, that story is still being written.

One sure way to spend less on fuel is to use less of it. We have terrific ideas for **permanently cutting your energy bills** and increasing your comfort. Start by taking the Energy Savers Test in this newsletter, and then call us for advice or assistance.

As always, we're here for you whenever you need us.

Warmly,

Stephan C. Chase



new! online account management

We continue to improve our website to make it more convenient for you to do business with us. You now have the ability to manage your Fuel Services account online at our website, **www.FuelServices.biz!**

With our online account management system, you have the ability to pay your bills, view your transaction history or even order fuel—**24 hours a day!**



To our knowledge, we are the only fuel dealer in the area that provides customers with the convenience of online services.

go green

Also available on our website are forms (downloadable or electronic) to authorize us to automatically bill your credit or debit card. It's a secure simple way to ensure your payments are always on time—at no extra cost. In fact, you'll save on stamps and envelopes and you'll have fewer trips to the post office.

While you're on our website, take a few minutes (if you haven't already) to complete our customer satisfaction survey. Your comments tell us what we're doing right and what we can do better.

Call us for information on propane!

WIN \$1,500 worth of gasoline!

How would you like to pull into your local gas station and get a **FREE fill-up—over and over again!** You can do just that if you win this great prize: a \$1,500 gasoline gift card that you can use at the major gas retailer of your choice. To enter, read our newsletter and answer the questions on the enclosed reply card. If we receive your correct answers by April 30, we'll enter you in our drawing.

No purchase necessary. A purchase will not improve chance of winning. See enclosed card for details.



01W109-10576



Can your family pass the Energy Savers Test?

1		◀ We have regular preventive maintenance done on our system.	<input type="checkbox"/> 15 points
2		◀ Our attic is well insulated.	<input type="checkbox"/> 15 points
3		◀ We use compact fluorescent light bulbs.	<input type="checkbox"/> 5 points
4		◀ Our heating system is less than 15 years old.	<input type="checkbox"/> 30 points
5		◀ We use a programmable thermostat.	<input type="checkbox"/> 15 points
6		◀ We have a high-efficiency water heater.	<input type="checkbox"/> 15 points
7		◀ We have sealed gaps around windows and doors.	<input type="checkbox"/> 5 points

points

0-25: Roll up your sleeves and get to work on saving a lot of money.

26-50: Keep looking for ways to save energy.

51-75: You're energy conscious. There are more ways to save, but you're doing well!

76-100: You can start a new career as an energy consultant.

Get everyone in your home to participate in an energy conservation plan. Your savings can really add up!

Even the kids can help, like Rosie, the "light bulb monitor." She made sure no lights were left on in the house when they weren't needed. To help you identify what you can do in your own home, we created an **Energy Savers Test**. Mark the box for each statement that is true, and add up your score to see how well you're doing with saving energy—and money. Then read the articles on these pages for more tips.

1,2&3 add up your savings!

There are countless ways to lower your energy costs. Here are five that can save you up to 30% on your energy bill.

What to do	Estimated annual saving
Improve insulation. Visit http://www.ornl.gov/~roofs/Zip/ZipHome.html for tips.	\$480
Keep your system properly maintained.	\$300
Lower your thermostat 6 degrees overnight.	\$180
Unplug appliances when they are not in use.	\$81
Use the energy-savings mode on appliances.	\$43

If you replace five regular light bulbs with compact fluorescent bulbs, you can save about \$40 each year on electric costs.



Savings based on annual costs of \$3,000; average savings may vary. (Sources: U.S. Department of Energy, Rocky Mountain Institute, Consumer Energy Council of America.)

7 other ways to save money

Stop air leaks. Use caulk to fill gaps, cracks and small holes in areas where:

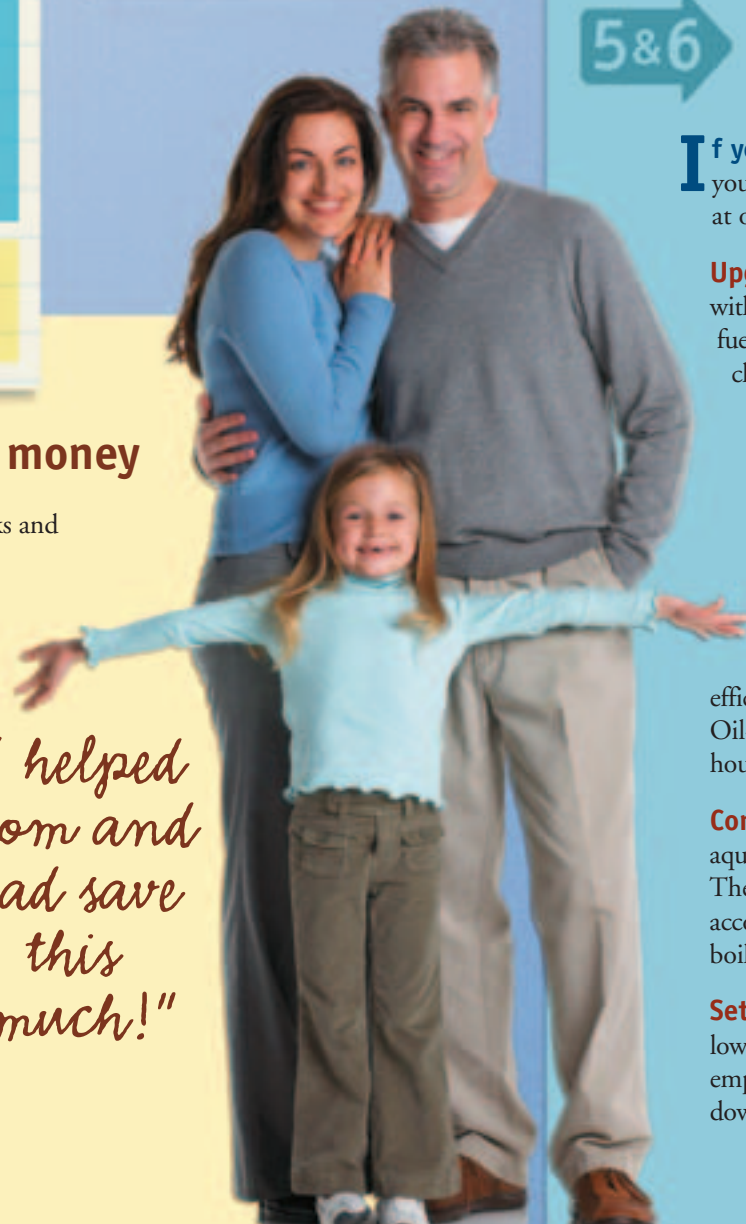
- a wall and the outside frame of a window or door come together.
- floors meet outside walls.
- pipes and cables enter your home.

Tip: Silicone caulk lasts longer than latex caulk, but it generally cannot be painted over.

Close the gap. Use weatherstripping to stop drafts around the edges of doors and windows. Add a strip between the window sash and sill and install a "sweep" at the bottom of doors.

Prevent further heat loss by limiting exhaust fan use and closing the damper when you're not using your fireplace.

"I helped Mom and Dad save this much!"



4 new heating system = tax credit

If your heating system is more than 15 years old, you're missing out on the latest energy-efficient technology. New systems save you money and improve your comfort. To encourage homeowners to invest in high-efficiency systems and "go green" in other ways, Congress has extended a tax credit program for energy-efficient home improvements.

A high-efficiency oil heating system can reduce your annual fuel use by 30%.



Homeowners can deduct up to \$500 on what they spend on energy-saving home improvements, including windows, doors, insulation, and heating and cooling systems. You can subtract these expenditures directly from your 2009 tax bill.

Not only will you enjoy your tax credit, but you'll keep on saving money—year after year—with lower energy bills from the improvements you made.

5&6 great ways to lower your energy costs

If your boiler or furnace is not an energy waster, you're ahead of the game. Now you can start looking at other ways to cut back on your heating bills.

Upgrade your oil burner. A new oil burner with electronic controls can pay for itself with lower fuel costs. Modern burners will burn your fuel cleaner and operate as much as 15% more efficiently.

For the most savings, match an indirect water heater to a high-efficiency boiler.



Lower water heating costs. An oil-fired water heater means low-cost access to virtually unlimited amounts of hot water. Its efficiency means extremely low operating costs over the life of the unit. Oil-fired water heaters have recovery rates as high as 120 gallons per hour. That means plenty of hot water for the whole family.

Control heat output and save 10% or more. Modulating aquastats or outdoor reset controls can be added to your boiler system. These controls automatically adjust the boiler's water temperature according to the outdoor temperature. If it's not cold outside, your boiler's water doesn't have to get as hot, which conserves fuel.

Set back and save. A programmable thermostat lets you automatically lower the temperature at night or during the day when the house is empty. You save 1% on your annual heating bill for each degree you dial down for an eight-hour period.

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Call us! 413-562-0650
413-532-3500

Visit us!
www.FuelServices.biz

use propane?
give us a call

pay your bills online

saving you money with

Quality Service Pricing™

Let's say your car has a problem. The mechanic tells you it will cost "about \$300" to fix. If he works fast, it could be less. But if he works slowly, or the part is tough to find, you could pay much more.

This is known as "time and material" pricing. Most companies price service this way because it's easy for them. But we decided there's a better way.



Whenever we go under the "hood" of your heating system, we'll tell you the repair cost up front.

We are among the first home comfort companies in the area to offer **Quality Service Pricing™** for all service work not covered under our service agreements. (If you have a service agreement, many of your costs may already be covered. See related article on this page.)

With Quality Service Pricing, you get more control and fewer surprises, and your problem is fixed quickly and accurately. It all adds up to good service—and happy satisfied customers.

But then, that's what we're striving for every day.

service agreements more valuable than ever

With the economy in such a tailspin, the last thing you need is to shell out hundreds of dollars on unexpected repairs for your heating system.

Regular maintenance is a great way to protect your wallet because it keeps your comfort systems running efficiently, conserves fuel and lowers your risk of breakdowns. That's why we encourage you to sign up for one of our service plans.

Our service agreements cover the cost of annual tune-ups, which restore your system to peak condition. They also guarantee you priority service if your equipment breaks down. Plus, they cover many repairs, including

parts and labor, which could save you hundreds or thousands of dollars.

Here's a perfect example. It would cost about \$270 for us to come to your home and replace a circulator motor. But when you're covered by our new **Gold Service Plan, your cost would be \$0!**

We'll be sending you information about our new service plans this spring. You'll be able to sign up by mail or enroll online at www.FuelServices.biz.

how much you can save \$\$\$

	Gold Plan	Silver Plan
Replace 1/3-hp blower motor	\$373	\$56
Replace fuel pump	\$232	\$35
Diagnostic fee	\$59	\$59

avoid running out of oil

If you've ever run out of oil because you forgot to call in your order, you know what a hassle it can be. Prevent this by having us start making automatic deliveries of your fuel.

With automatic delivery, you never have to call for fuel. We know just when to schedule your delivery because we have a computer system that monitors your fuel use patterns and tracks outdoor temperatures.

You don't use more oil on automatic delivery, and we don't schedule deliveries based on price. We have no way of predicting what wholesale prices will do day to day. We deliver fuel based on your needs, not prices.

To find out more, call us or return the enclosed card.

