



Warm thoughts

from **Fuel Services!**

fall 2009

PERSONALLY SPEAKING

quality service you can trust

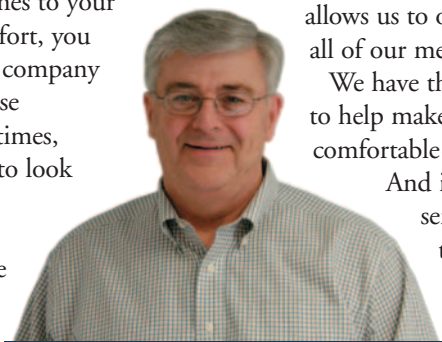
Dear Friends,

When it comes to your home comfort, you want a fuel company you can rely on. In these challenging economic times, however, it's tempting to look for bargains.

Every year we hear stories about how some fuel dealers try to lure new customers in with "special" deals, only to renege on their promises later—or in extreme cases abandon their customers altogether. (See article on page 3.)

But when you're our customer, you can always count on us to honor our commitments. We don't use gimmicks or play games to win over customers. Our goal is to combine competitive prices with quality service you can trust.

We also offer a range of products and services, including service plans, monthly



Stephan C. Chase

payment plans and our new **Smart Buyer Propane Savings Club**. This program allows us to offer fair, even pricing to all of our members.

We have the expertise and knowledge to help make your home more comfortable—and save you money.

And if you ever need emergency service, our highly skilled technicians are here to help you, 24 hours a day, 7 days a week.

We thank all of you, our loyal Fuel Services

customers, for your continued trust in us.

Warmly,

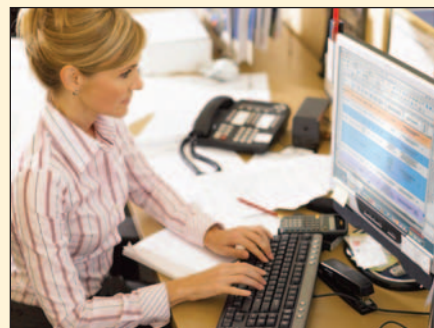
Stephan C. Chase

P.S. Congratulations to the **winners of the mini-laptops** in our spring newsletter contest: **Caroline Beideman, Connie Pomilla, Terri Patrick, Sandra Hobart and David Marlin.**

avoid fuel run-outs

Tired of always checking how much fuel you have left in your tank? Let us put you on automatic delivery! This makes life easier for you and guarantees peace of mind and comfort.

When you are on automatic delivery, you never have to call for fuel because we know just when to schedule your delivery. Our computer system monitors your fuel use patterns and tracks outdoor temperatures.



Our computer system monitors fuel use and tracks the weather so we know just when to schedule your delivery.

You will not use more fuel on automatic delivery, and deliveries are always based on your needs, never on prices.

tracking your fuel use

We use a degree-day system, a way of measuring cold weather over time. It tells us—along with other factors—when you need more fuel. We also use something called the K-factor—it's like your home's miles-per-gallon rating—to determine when our automatic delivery customers need fuel.

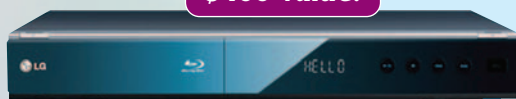
If you would like to join our automatic delivery program or have questions, please call or return the enclosed card.

WIN a Blu-ray Disc Player!

Enter to win this amazing Blu-ray Disc Player! You not only get unmatched picture and audio quality; you can also wirelessly tap into streaming entertainment, direct to your TV from the Internet. There's no need to replace your DVD collection—they just look better on Blu-ray.

Read this newsletter and answer the questions on the reply card. All cards received by 12/31/09 with the correct answers will be entered in a drawing. Five prizes will be awarded!

\$400 value!



The LG BD390 Network Blu-ray Disc Player features integrated Wi-Fi Connectivity, Net Cast™ Entertainment Access and LG SimpLink™ Connectivity.

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

DFAL09-11014

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 **trade in your clunker
and save up to \$2,500***

 **win a Blu-ray
disc player***

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

we give you comfort, not just a "big box"

Installing a new heating or cooling system that incorporates the latest technology requires skilled technicians with specialized training. So it's important to choose a company that has the expertise and the commitment to design and install your system the right way — *someone like us*. (The biggest mistake people make when they purchase



**Like a pair of shoes,
a heating system is
only good if it fits!**



new equipment is choosing the wrong contractor.)

It's important that a system be specifically designed to fit your home and its needs based on a computerized "load calculation." This room-by-room scientific test determines the proper size—measured in Btu's of heating or cooling output—of the equipment that's right for your home.

The whole purpose of a properly sized system is to maximize comfort and efficiency. To ensure this, we use other key pieces of information, such as the type of insulation and the total surface area of windows and glass doors, into our evaluation.

Call us or return the enclosed card if you would like us to evaluate your heating or cooling system.

get cash and credit for your "clunker"

If you took advantage of the *Cash for Clunkers* program to buy a new fuel-efficient car, don't stop there. You also have a unique opportunity to "trade in" your inefficient comfort system for high-efficiency green equipment and get a tax credit of up to \$1,500!

You may also be eligible for rebates of up to **\$1,000** from Trane if you install a new system by. With the tax credit and this rebate, **you could save \$2,500** on your purchase!



SAVE
up to
\$2,500
on a new system!

These incentives won't last forever, so don't miss this chance. If your comfort system is more than 15 years old, look into the tax credit and rebates now! If you wait until next year, you'll not only miss out on equipment savings but also an entire year of energy savings from a new high-efficiency system.



Call us or return the enclosed card today for a **FREE** evaluation of your current system and a **FREE** estimate on a replacement system.



propane corner

Q: *What's the difference between a GAS check and a tune-up?*

A: The **Gas Appliance System (GAS)** check is a 10-point safety inspection to ensure proper functioning of your propane equipment. We check the propane tank plus connecting lines, valves and regulators to make certain there are no leaks.

A tune-up, on the other hand, is preventive maintenance for your propane heating system. We lubricate moving parts and do an efficiency test. An annual tune-up keeps your heating system running at top efficiency, saving you money on fuel. It also prevents breakdowns.