



Warm thoughts

from **Fuel Services!**

spring 2009

PERSONALLY SPEAKING

providing a new fuel choice with propane

Dear Friends,

In this volatile energy market, we're doing everything possible to keep you comfortable and save you money. That's why we've been researching the benefits of offering an alternative fuel choice. We're pleased to announce the launch of our propane division.

We have ample supplies of propane, well-trained technicians and installers, superior customer service and competitive prices. We're also fully qualified to meet all safety regulations. This includes our compliance with a state law that says if you run out of propane, only a technician with a gas fitter's license can restart your system. All of our propane technicians have this license.

We're also qualified to service all household heating equipment that use propane. This equipment is designed and manufactured to meet rigorous safety standards, and, typically, they are



a cost-effective alternative to their electric-powered counterparts.

join the club

Another exciting change at Fuel Services is our **Smart Buyer Propane Savings Club**, which makes your propane purchasing, including price, completely transparent and fair. *(See the article at right.)*

To learn more about any of our new programs, give us a call or return the enclosed card.

Warmly,

Stephan C. Chase

P.S. Both oil and propane are comfortable, safe ways to heat your home. If you aren't sure which one is best for you, you can count on us to give you an objective opinion.

introducing the Smart Buyer Propane Savings Club

We invite you to join our **Smart Buyer Propane Savings Club**, which lets us charge you the same price per gallon, no matter how much propane you use. This takes away the guesswork about how much you'll pay for your fuel because we've eliminated the multi-level, and often unfair, pricing that other dealers offer. We will be totally up front with you about your propane price at all times!

For an annual club membership fee of \$99, you get the use of a company supplied tank, all service on that company supplied tank and deeply discounted propane rates.

And unlike other fuel dealers, we won't force you into a long-term contract. Each year, you decide whether to renew your membership in the Smart Buyer Propane Savings Club.

To learn more about this innovative program, give us a call or return the enclosed card today.



WIN a Mini-Laptop!

\$400 value!

HERE'S YOUR CHANCE to enjoy the latest in computer technology.

Enter to win a 10-inch "netbook" mobile Internet device with the power of a full-sized laptop! **Five prizes will be awarded**, so your chances of winning are greater than ever!

To enter, read this newsletter and answer the questions on the enclosed card. Correct answers received by 7/31/09 will be entered.

The **Asus EEE PC 1000** weighs less than 3 lbs., features a large screen and keyboard, provides battery life of up to seven hours and offers high-speed connectivity. Multiple colors available!

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



PROPANE
EXCEPTIONAL ENERGY™

enjoy propane's convenience, comfort and savings

People love propane because it's one of the most versatile—and affordable—fuels around. Take a look at all the ways you can be comfortable and save money with propane.

ALL THE HOT WATER YOU NEED—UP TO \$500 IN REBATES AVAILABLE

If your family requires plenty of hot water—for your dishwasher and washing machine and for oversized bathtubs and multiple showers—you'll be thrilled with propane for heating water. Not only will you get all the hot water you need, you'll get it for about half the cost of heating your water with electricity.

BACKUP POWER SUPPLY

Propane generators can prevent the inconvenience and damage a prolonged power outage can cause. If you lose your power, the generator automatically restores your electricity in as little as 30 seconds—even if you're not home.

AFFORDABLE POOL HEATING

Use a pool heater powered by propane to keep your swimming pool at a comfortable temperature, especially for late night dips!

A propane pool heater is a convenient, more affordable alternative to an electric pool heater.

KEEP THE HOME FIRES BURNING

Propane lets you enjoy all the advantages of a gas fireplace. Propane fireplaces are maintenance free and come in a variety of styles that are easy to install. In addition, they pose a lower risk of a house fire than fireplaces that burn wood.

With propane, you'll never have to get up to put another log on the fire, or wait to make sure the fire is extinguished before going

to bed. What's more, a propane gas fireplace heats a room evenly and efficiently, and burns cleaner than wood.

WELL-TRAINED PROPANE TECHNICIANS

Propane is nontoxic, clean burning and safe, especially in the hands of our well-trained experts. We sponsor a certified training program for all technicians who handle propane. They provide the most cost-effective and worry-free propane service in the area, from reliable deliveries to dependable service and installation of propane equipment.

These are some of the many ways we can make your home comfortable and save you money with our propane products and services. If you're building a new home, talk to us about your installation options for propane equipment. Please call us or return the reply card to learn more!



your best source for oil and propane

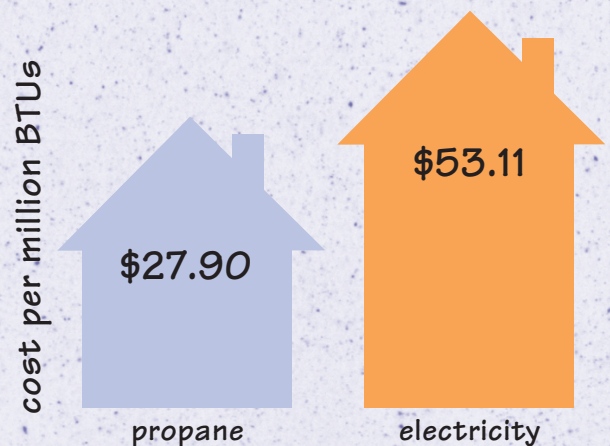
Make us your one-stop shop for all your oil heating and propane requirements. You'll enjoy:

- even monthly payments
- all-in-one maintenance
- money-saving service options
- automatic delivery
- peace of mind, knowing your needs are being taken care of by a leader in the oil and propane industry



The more you switch from costly electric appliances to energy-efficient propane appliances, the more you save.

Propane and Electricity Costs in Massachusetts in Early 2009



Source: U.S. Department of Energy

stimulate your savings this year!

Installing energy-efficient comfort equipment is one of the smartest investments you can make, and there has never been a better time to purchase a new system.

With the recent passage of the stimulus bill, there has been an expansion of federal tax credits for homeowners investing in energy-saving home

you may qualify for a

\$1,500
tax credit

improvements. You can now get a tax credit of 30%, up to \$1,500, when you install a qualifying high-efficiency system.

These are credits, not deductions. You can take every dollar of the credit off your federal income taxes.

And just think of all the money you'll save, year after year, from using less energy due to the greater efficiency of your new system. Installing a new comfort system could save you 30% or more on energy costs.

save 30% on a new water heater plus rebates from PGNE

Many water heaters from **Rinnai** qualify for the federal tax credit. You can claim a credit for 30% of the cost of installing one of these energy-saving water heaters. Rinnai offers a tankless water heater that is up to 50% more efficient than a standard water heater that uses natural gas. And it's up to 70% more efficient than the typical electric water heater.

Contact us today to learn more about this once-in-a-lifetime savings opportunity!



raise your home's IAQ

Contaminants in your home's air, such as dust, pet hair, chemical vapors and mold spores, can aggravate allergies, asthma and other respiratory ailments. That's the bad news. The good news is we can help you remove virtually all of these harmful pollutants and restore your **indoor air quality (IAQ)** to healthy levels.

One suggestion is to have us install a central air purifier from **American Standard**. This air cleaning system has been independently tested and certified to remove or kill 99.98% of the airborne particles and allergens that flow through its highly effective filter. The system can also kill more than 99% of common flu viruses.

here's how it works

A powerful blower fan pulls air through your cooling system and through the air-cleaning filter and returns the purified air to the rooms of your home through the duct system.

Contact us today for more details on how this high-performance air purifier can help you and your family breathe easier—and stay healthy.





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Sales and Service • Indoor Air Quality • Propane**

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www.FuelServices.biz

 **you could win
a mini-laptop!***

 **introducing our
propane division**

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

keep repair costs in check

Has this ever happened to you? You get an estimate for a repair job, and it winds up costing twice as much as the estimate. That's what can happen when a company or contractor uses time-and-materials pricing.

It's a common method of pricing because it's easy to use—but not for you. We know there's a better way: **Quality Service Pricing**. This means our technicians will tell you, in advance, how much a repair will cost—and you will never pay a penny more. Your price is the quote we gave you up front, even if the job takes longer than we expected.

central air conditioning service plan to cover repairs

If you have our **air conditioning** service plan, your coverage picks up the **entire cost** of nearly two dozen repairs. Thanks to the comprehensive tune-up included in the service plans, air conditioning breakdowns are prevented and you save money on repairs and energy. Plus, if your system does break down, our service plan guarantee you prompt emergency service.

If you're interested in our air conditioning service plan, please call us, return the enclosed card or visit www.FuelServices.biz.

new! 7-day a/c service!

Keeping you comfortable and safe is the most important part of our job, and we look after you year-round! To help you solve any air conditioning problems fast this summer, we now provide air conditioning service **seven days a week**.

We're the only company in the area that offers emergency cooling service on weekends!

spread out your bills

Why pay for all your fuel in "one fell swoop" during the heating season? Instead, sign up for **SmartPay**, our new monthly payment program. It's a true "set it and forget" program because it spreads your bills evenly over 12 months.

When you enroll, we estimate your payment amount by estimating your annual usage (based on your billing history for the past two years). Then, using current rates, we calculate your annual billing amount and divide by 12 to determine your monthly SmartPay payment.

Because prices have dropped sharply after last summer's record highs, these lower prices will be reflected in the monthly payment amounts for next season. And since many current customers have accumulated a credit balance, we will apply that balance to our estimate and lower their payments even more.

So why not make your bills more predictable and easier to manage? To enroll in SmartPay, at absolutely no extra cost, give us a call, return the enclosed card or go to www.FuelServices.biz.

See enclosed pamphlet for more information

