



# Warm thoughts

from **Fuel Services**

late winter 2010

## PERSONALLY SPEAKING

### what full service really means

**In these tough times**, many of us are looking for ways to save money and make smarter financial decisions. We understand, and we're here to help in any way we can.

A smart approach to heating your home is to determine what will pay off the most in the long run, not just in the short term.

For instance, the savings you'll get over the short term by choosing a dealer with the lowest price can immediately evaporate if you lose your heat and your dealer doesn't respond to your calls for help.

That won't happen when you're a Fuel Services customer. You can count on us for a quick and professional response. That's true whether we're delivering fuel, tuning up your system to keep it running

efficiently, installing new equipment or restoring your heat in the middle of a frigid night. If you need emergency service, you can be assured that our highly skilled technicians are here to help you, 24 hours a day, 7 days a week.

Since Fuel Services first opened its doors, our goal has been to give you only the best—and that won't change. We believe quality service never goes out of style.

Please let us know how we can help you this season.

Warmly,

Stephan C. Chase

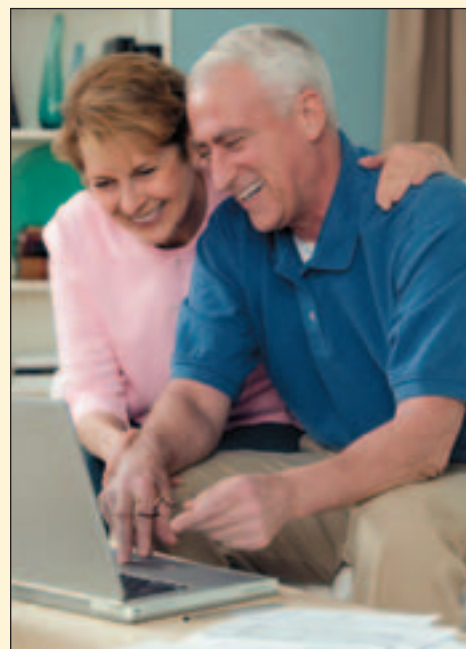
**Congratulations** to the winners of the **Blu-ray Disc Players** in our fall newsletter contest: **Diane J. Andrews, Terry Thomas, Carl R. Schriver, Louis G. Gianviti and Lynn & Caro Pape**

### using technology to serve you better

**B**eing an innovator on all fronts—from business practices to customer service to technology—has always been a big part of our overall mission to give our customers the best value and service in the area.

As an example, you can visit [www.FuelServices.biz](http://www.FuelServices.biz) to order fuel at any time. You can also go online to pay your bill by using your credit card. Or you can check the date of your last tune-up, review your transaction history or enroll in a service plan.

We've also equipped our service technicians with laptop computers so they can quickly retrieve information they need, such as manufacturer's specifications and the service history of customers' equipment. Laptops make it easy for them to find the right replacement part among our vast inventory.



**Pay your bill, order fuel or check your account by going to [www.FuelServices.biz](http://www.FuelServices.biz).**

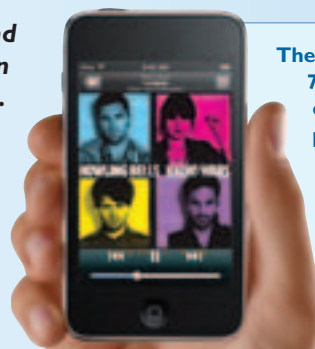
## an iPod touch

**Enter to win** an iPod touch today! It not only lets you enjoy music, videos and games, but it's a pocket computer too, giving you mobile access to the Internet and email.

**\$299 value!**

**Read this newsletter and answer the questions on the enclosed reply card.**

All entries received by 5-14-10 with the correct answers will be entered in a drawing. **Five prizes will be awarded.**



The 32GB iPod touch holds 7,000 songs, 40 hours of video and 40,000 photos! Features include voice control, Wi-Fi, Bluetooth, built-in speaker and earphones with remote and mic.

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

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# Saving fuel for a greener footprint

We have always taken pride in delivering our customers the cleanest, safest and most reliable fuel money can buy. Here's an update on how the oil heat industry is working to give you the greenest product possible.



yours is among 8 million of the warmest homes

Because oil generates more Btu's of heat than other heating fuels, the eight million homes heated with oil in the U.S. remain the warmest on the coldest of nights.

For years, oil has been a classic heating fuel. At the same time, oil heat is **modern**. Technology has brought great improvements in efficiency that have reduced annual fuel consumption by 40%.\* This has saved customers a lot of money on fuel. And because new systems burn clean and don't need as much fuel, they do not pose a hazard to the environment.

Here are five reasons why today's oil heat is a great option.

## 1. Greener fuels and energy independence.

The industry is strongly committed to moving toward alternative fuels like Biofuel (also known as BioHeat® fuel). This is heating oil

blended with biodegradable organic materials. Research is also being done to create biofuel from materials like sawdust, prairie grasses, algae and municipal waste. It's estimated that if every household that currently uses standard heating oil started using a bio-blend, millions of gallons per year of regular heating oil would be conserved.\*\*

**2. Clean-burning technologies.** Modern oil burners emit near-zero levels of pollution; heating with oil today means no odors, soot or other residue in your home. Efforts are also underway to reduce sulfur content to less than 15 parts per million. Widespread use of ultra-low sulfur heating fuel, combined with cutting-edge emissions-control technologies, can reduce already-low emissions even further.

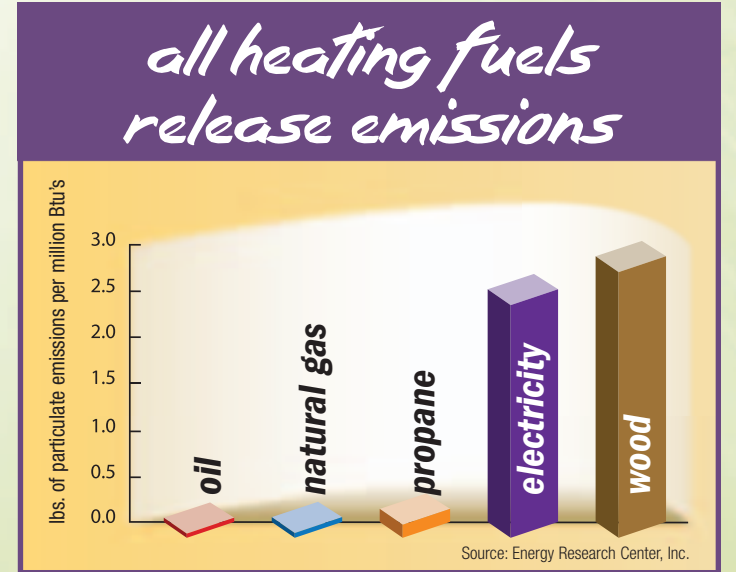
**3. Fuel conservation technologies.** Today's high-efficiency oil heat systems not only save a lot of money, but they also help the environment because less fuel is used.



The flame retention burner has saved oil heat homeowners billions of dollars in fuel costs and has reduced emission levels to almost zero.

**4. High-tech hybrids.** Solar and geothermal energies are being integrated with oil heat in hybrid systems for water heating. That means a household's water can be heated with little or no fuel required. A solar water heater can reduce water heating bills by as much as 80% and reduce annual carbon dioxide emissions by 6,000 lbs.\*\*\*

**5. Self-diagnostics.** As with modern home appliances and automobiles, many oil heat systems now have self-diagnostic features that will give you an alert when service is needed.



While all combustion fuels create greenhouse gas emissions, the levels and impact on the environment vary greatly, depending on the fuel, heating system efficiency and temperature setting in the home.

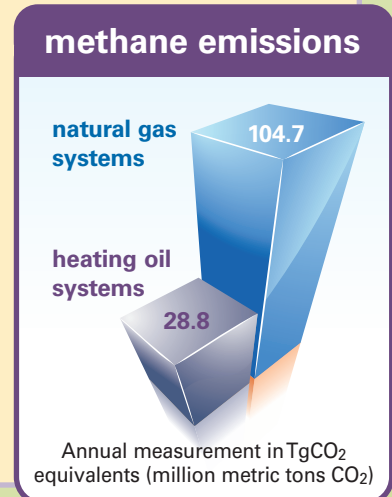


**Residential oil burners** produce less than one-third of one percent (.003) of total particulate emissions in the United States. The emissions from an oil heating system are about the same as those from a similar-size natural gas burner.

**Natural gas** is primarily composed of methane, which traps 20 times more heat in the atmosphere than carbon dioxide (CO<sub>2</sub>), over a 100-year period.\*

**Electricity** is often seen as a clean fuel, but coal and other fossil fuels are burned to create electricity in the first place, releasing greenhouse gases into the atmosphere. The EPA estimates that CO<sub>2</sub> emissions from electricity average 16,290 pounds per household.

**Wood stoves** and fireplaces are also seen as clean burning, but they emit a much higher level of particulate emissions than heating oil.



**BILLIONS** of barrels of fuel have already been saved through conservation.

the best way to be green is to conserve!

If your oil heat system looks like the one on the left, you can go green and cut your annual fuel costs by hundreds of dollars by upgrading to a system like the one on the right.

\* U.S. Environmental Protection Agency \*\* U.S. Dept. of Agriculture \*\*\* U.S. Dept. of Energy

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Visit us!

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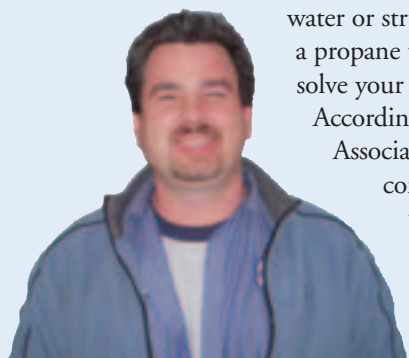
go tankless and save

you could win an iPod touch!\*

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

## ask the propane expert

**Q:** How can I save money on water heating costs?



**Peter Nolan**  
propane operations manager

**A:** If you've been running out of hot water or struggling with high utility bills, a propane tankless water heater could solve your problem.

According to the Propane Gas Association of New England, conventional water heaters waste energy because the tank continues to reheat unused water. On the other hand, tankless water heaters will only heat water when you turn on your hot water faucets.

And since most propane

tankless systems can generate about five gallons of hot water every minute, you'll enjoy an abundant supply at a very low cost.

Our expert technicians can install a propane-fired tankless water heater in your home, usually in just one day. If needed, they can also install an aboveground propane tank and fuel lines for you.

You can save even more because many tankless water heaters qualify for a tax credit under the federal stimulus bill. You can take an income tax credit for up to

30% of the cost of your new water heater. We'll also take \$100 off the cost of the installation if you purchase a qualifying system by March 31.

Call us today to learn more about expanding your use of propane—and going green by saving energy—with a tankless propane water heater.



### Purchase a Rinnai propane tankless water heater

by March 31 and get

**\$100 off**

the installation.

You may also qualify for a **federal tax credit equal to 30% of the cost of the equipment!**

## we'll keep you cool this summer—and save you money

If your central air system is more than 10 years old, talk to us about your replacement options. As a Trane comfort specialist, we install the newest, most efficient equipment available.

The air conditioning systems we install use an environmentally friendly refrigerant. This next-generation refrigerant has replaced Freon, which, beginning in 2010, can no longer be used when manufacturers build new residential cooling systems.

If you don't need a new system, you can still conserve energy by keeping your equipment maintained properly. Remember that the air conditioning season is not too far away, so contact us about getting a cooling tune-up as soon as the spring weather arrives.



Better yet, enroll in a service agreement, which covers the cost of your tune-up and includes repair coverage and priority emergency service.

This is also the final year to take advantage of a \$1,500 federal tax credit, which you can get after you install a central air system. Now is your window of opportunity!

To get started, call us or return the enclosed card for more information.

