



# Warm thoughts

from **Fuel Services!**

spring 2008

PERSONALLY SPEAKING

## welcome to our first issue of Warm Thoughts

Dear Friends,

**W**hen Lou Paquette founded this company in 1989, his mission was to give customers the best value and service in the area. That tradition didn't change when I bought the company in 2005.

As part of our plan to give you the best of everything, we're pleased to bring you the first edition of our newsletter, *Warm Thoughts*. We will use the newsletter to help you get to know us and to update you on our programs, products and services. They can make a real difference in your home comfort and your budget too.

*Warm Thoughts* will take you behind the scenes to meet some of the individuals who take care of your

comfort needs.

The quality of our people sets us apart from the competition, from our

caring and knowledgeable customer service team to our highly trained, experienced technicians and installers.

In this and future issues of the newsletter, you'll read about important topics, such as lowering energy and repair bills, upgrading to high-efficiency comfort equipment, keeping your equipment in shape with a service plan and making your fuel payments more manageable.

And if you're interested in winning a brand-new, well-stocked, energy-efficient refrigerator, don't miss the information about our prize drawing detailed below!

### committed to you

As a dependable local company, we stand behind our work and our commitment to our customers, no matter what the weather or the economy brings our way.

I look forward to your feedback about the newsletter and our services so we can serve you better. We never forget why we're here—to help you and your family stay safe and comfortable in any way we can.

Warmly,

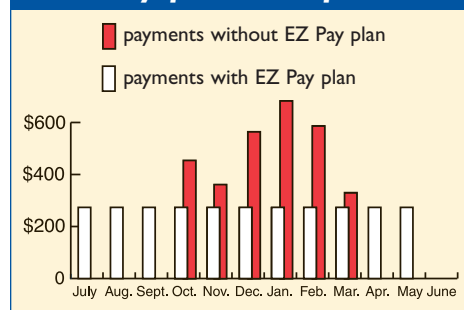
Stephan C. Chase

## spread out your heating costs

**I**f you think there's no escape from high winter heating bills, we'd like to remind you about our **EZ Pay** monthly payment plan.

EZ Pay spreads your fuel bills over 11 months for more manageable payments. No more huge fuel bills during the winter holiday season—when you can least afford to pay them.

### EZ Pay plan comparison



You pay the same predictable amount each month, even if you receive two deliveries in one month. We estimate your payment amount by projecting your total fuel costs for the season and dividing by 11. If you use more or less fuel than we anticipated, we'll make an adjustment at the end of the program year in May.

For more about EZ Pay, call us or return the enclosed card.

## Win a fridge + \$500 to fill it!

**Go green** by adding Maytag's high-efficiency refrigerator-freezer to your kitchen.

You'll get a **\$500 gift card** to a local supermarket too!

Read this newsletter and answer the questions on the

enclosed reply card. All entries received by 6/30/08

with the correct answers will be entered into a prize drawing.

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

Total prize value: **\$1,800**

**26 cubic ft. capacity stainless steel doors & cabinet electronic ice/water dispenser cuts your energy bills by up to 15%!**



OSPR08-10271

# stay comfortable BE EARTH FRIENDLY

**B**uying a new oil heating system may not be as thrilling as the purchase of a giant-screen plasma TV or a surround-sound home theater system. But you can still get excited about reducing fuel bills by 25% or more and virtually eliminating high repair bills with an upgrade.

A new heating system is a green choice

too. Emissions from an old system can be significantly reduced by upgrading to a high-efficiency oil heat system. Today's oil heating systems are so efficient and their emissions so negligible that heating oil is not even regulated by the Federal Clean Air Act (unlike other petroleum products). The heating oil industry is working to lower emissions even more. Advances

include systems with reduced fuel-firing rates and new fuel alternatives, such as bio-fuel, and fuel oil with an ultra-low sulfur content.

In the end, when you upgrade to a new, clean-burning, high-efficiency oil heating system, you'll save money on heating bills, feel more comfortable—and shrink the size of your carbon footprint.

## regular service saves money and fuel

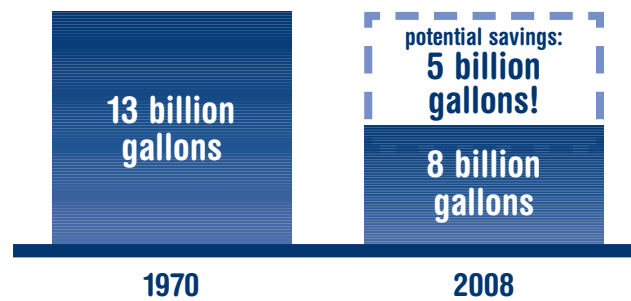
**I**f you don't need a new system, it's important to have your heating system cleaned and serviced before next fall. That's because tune-ups increase system efficiency, allowing you to burn less heating oil. For example, replacing dirty fuel nozzles and cleaning your system's heating surfaces can improve efficiency by 10% or more. Regular service also minimizes breakdowns.

## the new oil heat makes the world a cleaner place

**M**odern oil heat is one of the safest, cleanest and most efficient ways to heat a home. Major improvements in oil heating equipment over the past few decades have resulted in systems that burn 95% cleaner than before. What's more, high-efficiency oil furnaces and boilers use substantially less fuel, about 500 gallons less per year per household, compared with systems used in the 1970s.



## heating oil consumption



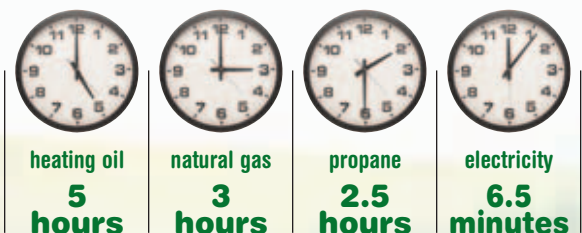
If all 10 million oil-heated homes in the U.S. had modern, efficient equipment, 5 billion gallons of oil a year would be conserved!

## a better value

**P**rice uncertainty is not limited to oil. Any items traded on a commodities exchange go through periods of ups and downs. Oil prices can be volatile, but electric rates continue to soar, natural gas prices have doubled and propane prices rose sharply last winter.

Oil will continue to provide you with great value, because it produces more heat than many other fuels.

## you get more heat from oil



A gallon of heating oil will provide, on average, five hours of heat. Equivalent amounts of other fuels don't even come close.



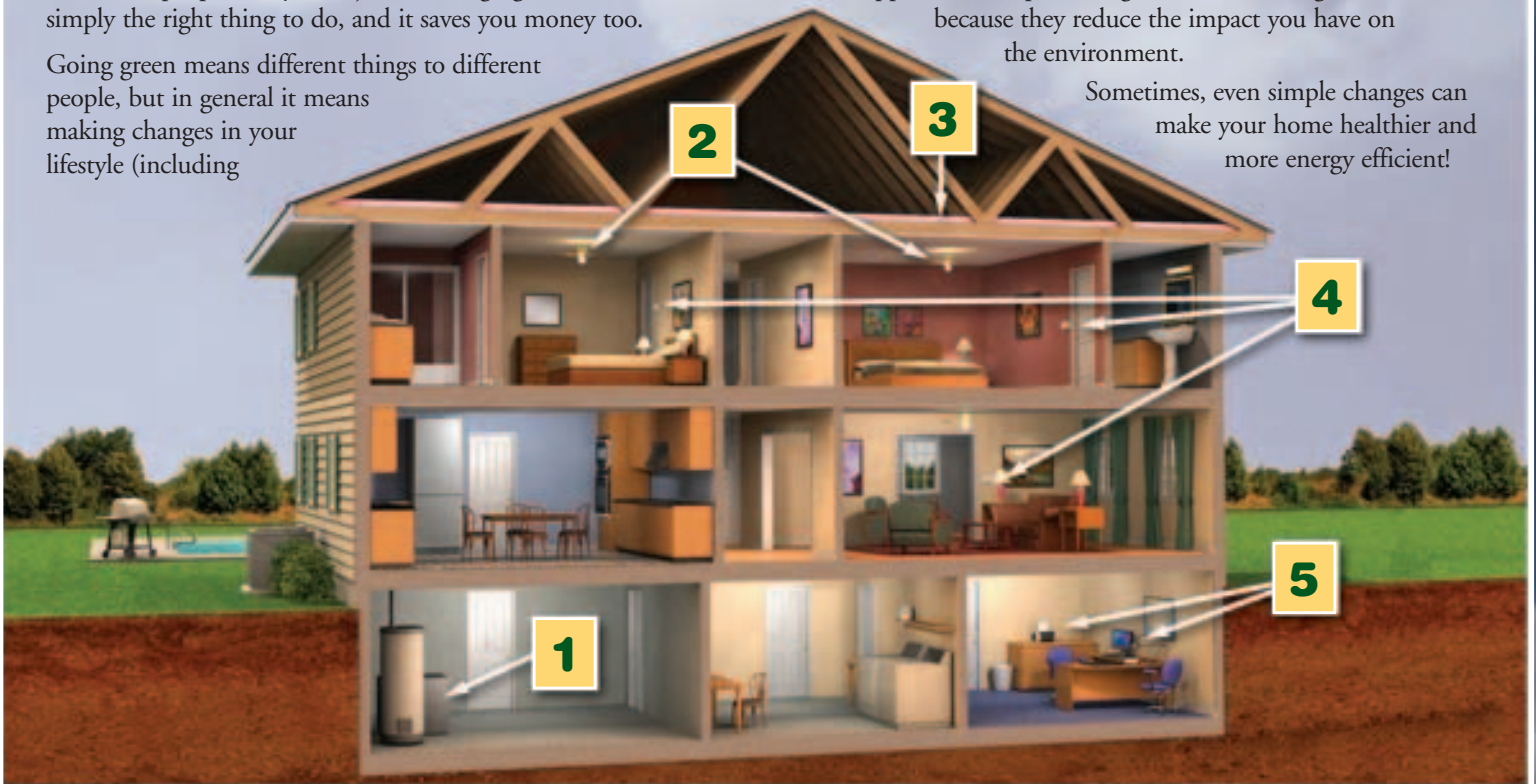
# go green in more ways than one

**W**e have been providing you with energy-saving and money-saving tips for years, and we're glad that more people today have joined the "go green" movement. It's simply the right thing to do, and it saves you money too.

Going green means different things to different people, but in general it means making changes in your lifestyle (including

your home) so you use less energy and less water. Choosing sustainable products, recycling, switching to energy-efficient appliances and producing less waste are all green actions because they reduce the impact you have on the environment.

Sometimes, even simple changes can make your home healthier and more energy efficient!



## five changes one household made to reduce carbon emissions and save money

	action	annual savings	reduction in CO <sub>2</sub> emissions
<b>1</b>	installed new oil heat system	about 25% on fuel bill	17,000 lbs/year
<b>2</b>	replaced five regular lightbulbs with compact fluorescent bulbs	about \$40 on electric costs	500 lbs/year
<b>3</b>	added insulation to attic	about 20% on heating and cooling costs	1,300 lbs/year
<b>4</b>	lowered everyday thermostat setting by 3°	about 9% on fuel bill	350 lbs/year
<b>5</b>	unplugged appliances not in use	about 5% on electric bill	8 lbs/year

For comparative purposes only. Savings and CO<sub>2</sub> reductions vary depending on location, personal habits, size of home, etc. You can do your own calculations by visiting websites such as [greenerchoices.org](http://greenerchoices.org).

## how big is your footprint?

**Y**our carbon footprint is the impact you have on the environment—and it can be substantial. Consider that the actions of just one person cause the release of about 20 tons of carbon dioxide each year. That's enough to fill four Olympic-size swimming pools. We

contribute to the production of CO<sub>2</sub> with our everyday activities—driving, washing and drying clothes, home heating and cooling. Although there are other greenhouse gases, CO<sub>2</sub> is the most prevalent. That's why people are making an effort to reduce their carbon footprint.



# Fuel Services <sup>INC</sup>

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 **win a fridge  
and \$500 of food!\***

 **lower your winter  
heating bills**

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

## save \$250 on a cooling system

If your cooling system is more than 15 years old, chances are that you're paying much more than you need to in order to keep your home cool.

But if you invest in a new high-efficiency system from **American Standard**, you could lower your air conditioning bills by 30% or more. You would also eliminate

Buy an  
**American Standard  
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by June 15 and  
**SAVE \$250.**

the likelihood of a breakdown or the need for big expensive repairs.

For more savings, buy an American

Standard a/c system by June 15 and get \$250 off.

### count on a quality installation

When you buy your new system from the experts at Fuel Services, you will enjoy peace of mind, knowing you are getting the best system for your home and the best installation.

To get the job done right, we look at the total picture. We don't just install new equipment; we correct existing problems, like sealing duct leaks and improving airflow. Then, when we install the new system, it will perform the way it should.

This will give you the most value for your investment. Your home will be comfortable for years to come, and you'll save a lot of money on energy bills.

Call us today or return the enclosed card to learn more.

## *we always come through for our customers*

Anna Zina's home in a rural area of Huntington has a steep driveway that can be treacherous in winter. Her previous oil company used to have difficulties making deliveries when there was snow or ice on the ground.

"My husband and I used to worry about what would happen if they couldn't make it up our driveway and we ran out of oil," Anna says. "We knew they were reluctant to come to us, and it was causing us a lot of stress."

About a year ago, Anna switched to Fuel Services and now enjoys peace of mind. "When I first called them, the person I spoke to

actually sounded nice. They suggested I go on their automatic delivery schedule so they could make sure I always had plenty of oil before any winter storms arrived."

Anna doesn't worry about running out of oil anymore. She trusts we'll make it up her driveway, and she trusts our rapid response.

"I lost my heat last winter and called Fuel Services at 8 a.m.," Anna recalls. "Although we are 35 miles away, they were here by 9 and out by 10. The technician diagnosed our problem in the first three minutes—and he even fixed our smoke alarm. Now, that's great service!"

## SNAPSHOT

Many of you may already know Mary Beth Nolan, our customer service manager.

Mary Beth, who is the daughter of Fuel Services President Stephan Chase, has been working here for three years now.

"When people call our office these days, their biggest concern is the price of oil," says Mary Beth. "We're concerned too and always try to help. Many customers are surprised to learn that we can spread their payments out monthly, instead of billing them for the full delivery. This certainly makes things a lot easier."

Mary Beth says her goal is to provide courteous professional service, so every customer comes away with the feeling that they're in good hands.

"This mission is so important that we are now in the process of creating and staffing a new department that will be devoted solely to customer service," says Mary Beth.

Mary Beth enjoys her free time by spending it with her family. She is an enthusiastic supporter of the sports activities of her three children, Joshua, Tyler and Zachary.



**Mary Beth Nolan**, customer service manager