

Thank you for your loyalty this heating season!

In this newsletter, we'd like to highlight a few of the many valuable services we offer for your home comfort year-round and the staff who helps to make them possible:

- Meet the Plumber
- Plumbing Services
- SmartPay Budget Plans
- Price Protection Options

Meet the Plumber



What is your background and experience in the industry?

I started 26 years ago, working at a local plumbing supply company in NJ. Shortly after, I was offered a job by a local plumber, the late George B. Trevett. I worked for him for 18 years, learning a great deal during that time, and for that I am very grateful. After getting my NJ Master Plumber Lic. #12138, I started my own, very successful, business in 2004. Fast forward to June of 2013: I decided to move to Massachusetts to be closer to my daughter. I have since earned my MA Masters Lic. #16061-M and was hired by Fuel Services to be their Plumbing Manager!

How long you have been with Fuel Services?

I started working with Fuel Services on August 7th, 2013 - my birthday! So I knew that I had made the right decision.

What you like most about the work in general and with the company/customers?

Well, I am sure everyone says this, but the staff at Fuel Services are some of the best I have ever worked with. When I was hired, Mr. Steve Chase (owner) and I had a meeting in his office; the only thing he asked of me was to treat the customer with respect and provide quality work at a reasonable cost. The same values I had when running my own business.

Advice for homeowners on ways to prevent plumbing repair/maintenance

Try not to let things go for too long. If something needs repair, and it's not fixed soon, it may cause much more damage down the line. The motto I use is that it's cheaper to maintain things than it is to replace them.

Which products/ fixtures do you prefer to install? Which are the best value for the homeowner and why?

I prefer using Moen/Delta fixtures for faucets, tubs, and shower valves because they come with a lifetime warranty. This means happier customers down the line when they find out a replacement part's cost is fully covered under the warranty, not to mention shipped directly to your home! Kohler and American Standard China fixtures/tubs are great products because they are stylish and long lasting. Also I would recommend Sterling Acrylic shower stalls or bases because they are heavy duty and easy to maintain.

Plumbing Service You Can Depend On

- Fixture Repairs
- New Fixture Installations
- Bathroom Remodeling
- Leaky Faucets/Toilets Repairs
- Fixture Replacements
- Sump Pump Service
- Water Heater Service
- ...and more!

SEE REVERSE FOR SMARTPAY BUDGET PLANS & PRICE PROTECTION OPTIONS



Our Price Protection Customers Were VERY HAPPY This Past Winter.

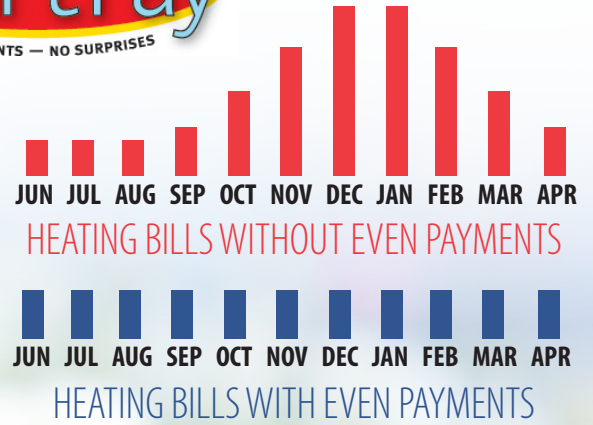
Be sure to protect yourself this winter by signing up for \$martPay, our Price Cap, or both!

Enrolling in \$martPay will...

- Lower your heating bills during the holiday season
- Save you \$.05 per gallon off the daily posted price*
- Limit you to ONE low monthly payment, even if a cold snap hits and you receive two deliveries
- Allow you to roll the cost of your invaluable Service Plan into your low monthly payments

(Not a Service Plan customer? Become one today and save hundreds of dollars on repair costs!)

*For heating oil and kerosene customers only



Market Price



Cap Rate

If the market price falls below the cap rate, you always pay the lower price.

Add Our Price Cap Option* and you will...

- Enjoy ALL the benefits of \$martPay
- NEVER PAY MORE for fuel than the “capped price”
- ALWAYS PAY THE LOWER PRICE because of your downside protection

A small fee applies which allows us to provide you with downside protection. Available while supplies of protected gallons last.

*For heating oil customers Only. Not available for propane or kerosene customers.

Call Fuel Services today to protect yourself this winter. Be sure to ask one of our professionally trained customer service representatives if you have any questions about any of our price protection plan options.

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