

HouseCalls

from **Westmore FUEL CO., INC**

PERSONALLY SPEAKING

empowering you with convenience

Dear Friends,

Today's technology travels at the speed of light—literally! It also gives us the ability to keep up with life's ever increasing demands: your work day, kids, errands and all of the other "necessary stuff."

It's hard to find any time for something that resembles fun.

I have no illusions that buying your fuel and paying your bills fall under anything else but the "necessary stuff" category. It's our objective to **empower you with convenience** so you

can get this stuff done as efficiently as possible—on your own schedule.

That's why we've invested in technology, so you can enter into a price contract online, choose a service plan, schedule your

annual tune-up, monitor and update your account and make payments. This 24/7 convenience is part of our commitment to making Westmore a pleasure to do business with.

If you haven't had a chance to see what we offer online, please take

a moment to visit WestmoreFuel.com.

In addition to the convenience of doing business with us online, you'll find our **latest reports on the energy markets**.

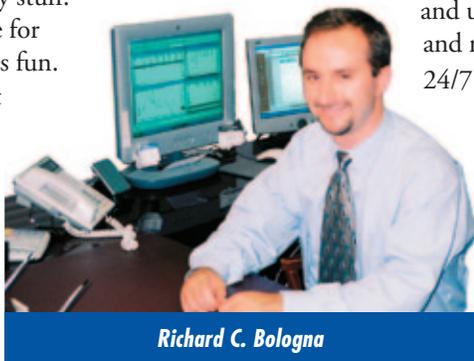
You can also learn about our products and services, and ways we can save you money while keeping you warm and comfortable.

For more than 70 years, Westmore Fuel has adapted its business model to meet the changing needs of customers. Trust us to keep the focus on convenience so you have more time for the good things in life.

Warmly,

Richard C. Bologna

Richard C. Bologna



Richard C. Bologna

stay connected to where fuel prices are heading

We know many of you would like to understand where fuel prices are heading and what's impacting them. We're doing our best to "keep you in the loop." Now, if you "like us" on **Facebook** or follow us on **Twitter** @westmorefuel.com, you can get regular updates about breaking news and the latest

changes in the energy markets that might affect you. If you're not on Facebook or Twitter, you can access these reports through our website by clicking on the "view the latest energy news" link.

Let us know what you think.



share the wealth

Have you heard about **Share the Wealth**, our new customer referral program?

If you've been happy with our service and enjoy the peace of mind that comes with becoming a Westmore customer, we invite you to "share the wealth" with a friend, neighbor or relative.

Refer them to us and once they become a Westmore customer, **we'll give you a \$50 credit** on your account,

which will be applied toward your next fuel delivery.* We'll give the customer you refer a \$50 credit as well. To make a referral, please call our salesperson, Christine Bayles, at **203-964-7282** or **914-939-3400**. Or, you can send an email or return the reply card.

* Some conditions apply. Contact us for details.



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What's **wrong** with these pictures?

Look closely at these photos to find some common comfort mistakes. You may recognize something similar in your home! Read the explanations to help make your home comfortable and safe—and save money too!



What's Wrong:

Your heating system pulls in air for combustion. If there's lint from a dryer or sawdust from a workshop in the room, this debris can be **pulled into your system too**. This reduces efficiency **and** creates a fire hazard.

Make It Right: Keep the area (including the air) around your furnace or boiler as clean as possible. Do not store any combustible materials near your heating system. Follow the manufacturer's recommendations for proper equipment maintenance.

What's Wrong:

The thermostat is **too close to the TV**, which generates heat. When the TV is on, the thermostat will not be able to tell the proper temperature of your house. The thermostat will be tricked into switching the heating (or cooling) system on and off at improper times. You won't feel comfortable and you'll waste fuel. Similar problems occur when a thermostat is near other sources of heat (like a computer) or exposed to a draft or sunlight.

Make It Right: Move the TV farther away from the thermostat. If that's not possible, relocate the thermostat.



What's Wrong:

The thermostat setting is **too low**. When you drop your setting this low, you run the risk of frozen pipes.

Make It Right: Never set your thermostat below 60°, even if you're going to be away from your home for a few days. Water pipes near outside walls or in unheated spaces are especially prone to freeze-ups. The risk increases if there are cracks in your home's foundation, which allows cold air to enter.



What's Wrong:

Brrr! Your shower has just **run out of hot water!** Are you awake now?

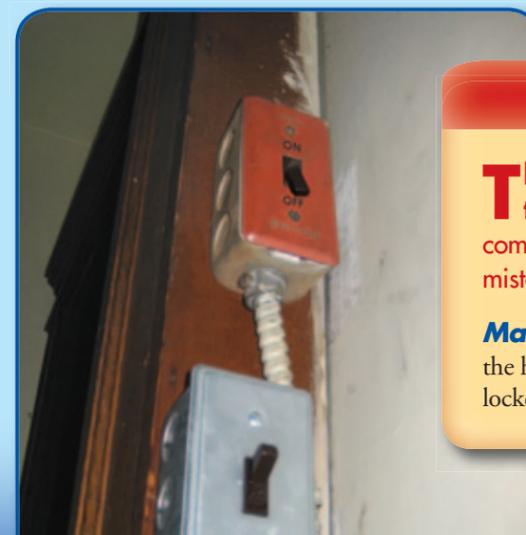
Make It Right: People who are tired of their showers turning cold usually solve this problem by converting from their inefficient electric water heater to an oil-fired water heater. This gives them **all** the hot water they need—for much less than they paid when they heated their water with electricity. Water heating costs can be kept extremely low with an **indirect water heater**, which is an option if you heat your home with a boiler.



What's Wrong:

Burning scented candles can cause soot marks to appear on walls (and other places in your home). Known as **"ghosting,"** this cosmetic problem is often mistakenly blamed on the oil heating system. Properly maintained oil heating systems should **never** release soot into your home.

Make It Right: Burn candles that aren't in jars for better air flow. Extinguish a candle that flickers a lot. Burn the candle no more than four hours at a time. Keep wicks trimmed to about one-quarter inch. **Never** leave a burning candle unattended!



What's Wrong:

The red power switch for the heating system has been **turned off** accidentally, which is one of the most common reasons for a **"no-heat"** call. This is an easy mistake to make because it looks like a regular light switch.

Make It Right: Attach an easy-to-install **switch guard** to the heating system's power switch. This will keep the switch locked into the "on" position.



- BioHeat® • Diesel Fuel
- Heating Sales & Service

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ask the expert

Q: How do you know when it's time to replace a heating system instead of repairing it?

A: If the repair includes major parts replacement, this may indicate that your system is nearing the end of its life span. You also need to ask, "**How efficient is my system?**" If your furnace or boiler is at least 15 years old, it has a much lower efficiency rating than the systems of today and probably uses **30% more fuel** than a new one would use. At today's prices, your replacement system could quickly pay for itself.



Glenn Nadin, service manager

Q: Is there one brand of equipment you recommend?

A: No. One size (or brand) doesn't fit all. We have experience installing many types of systems. This gives us the flexibility to apply the right solution to your home.

Q: How can I learn more about my options in new equipment?

A: Give us a call and we'll be glad to discuss your options. Maureen White will be happy to schedule an appointment for your at-home consultation and estimate. You can reach Maureen at **203-531-6800** or **914-939-3400, ext. 117**. You can also return the enclosed card or send us an email. Remember to visit WestmoreFuel.com to find information on all of the equipment we install and service.



"what a beautiful job!"

Did you know that virtually all of our equipment replacement jobs are completed in a single day? We take pride in our process, which coordinates all of our crews and specialists to accomplish each installation as seamlessly as possible.

We have a veteran work crew that takes a lot of pride in producing high-quality installations for our customers; they show

up as scheduled, work neatly and professionally, and when they are done, they return your home to the condition in which they found it. Before you know

it, your job is complete and any mess is gone—including your ugly old boiler!

Customer **John Michelotti** of Greenwich was so impressed with the job we did for him recently that he sent us a note, along with a photo (above).

"I wanted to let you know what a beautiful job your guys did removing my old boiler and installing the new Buderus. Thanks for everything!"

— John Michelotti of Greenwich

If you have a question for Glenn, please email him at gnadin@WestmoreFuel.com.