



From **Westmore**
FUEL CO., INC.

FALL 2007

PERSONALLY SPEAKING

where will oil prices go next?

Dear Friends,

The so-called experts who make bold predictions about oil prices often get it wrong. The fact is, no one knows what heating fuel prices will do next.

A lot depends on how cold it gets, whether a late-season hurricane causes severe damage in the Gulf of Mexico or another crisis erupts in an oil-producing country. These are just a few of the factors that are worrisome.

Depending on how everything plays out, prices could spike. Or they could just as easily drop like a rock.

we're on your side

We know how difficult these high prices have been for you. Like you, we would like nothing better than to see prices fall to the levels they were at just a few years ago. In

the meantime, we have been looking after you by continuing to refine our programs and services.

fair prices, reliable supply

Whatever happens in the next few months, please remember we are not making exorbitant profits at your expense.

As I said, many factors that affect the price you pay are beyond our control.

Despite that, there's a lot we *can* control, like our commitment

to giving you the best service we can. We do our best to buy our fuel strategically, so we can offer you a fair price throughout the heating season.

Plus, with our own on-site storage terminals, we are not affected by regional supply interruptions. You will never hear us tell you that we ran out of fuel. It has

never happened, and it never will.

And if you ever lose your heat on a cold winter night, you can be sure we will be there to answer your call for help. That's our commitment to you as a family-run, full service company.

As winter approaches, you can be sure—no matter what happens with the weather or the energy markets—we will always go the extra mile for you.

Warmly,

Richard C. Bologna



Richard C. Bologna

\$50 for a referral

You can help a friend receive the same great service, choices and peace of mind you get from us. And because one good turn deserves another, we'll reward you for sending a new Service Advantage customer our way with a \$50 credit on your next oil delivery.* Please indicate your referral's name, address and phone number on the enclosed reply card.

*Call office for full terms and conditions of offer.

Win a Sony Micro PC

Do you believe great things come in tiny packages? Then enter to win a Micro PC. It's a fast full-functioning computer in a tiny package.

Read this newsletter and answer the questions on the enclosed reply card. If we receive correct answers from you by Dec. 31, 2007, we'll enter you in our Micro PC drawing.

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

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Five ways a family found comfort, savings and security.

Meet Bill and Barbara, their children Elizabeth and Kevin, and their dog Coco.

getting rid of a monster

1. Bill remembers the day he was organizing storage space shortly after the family had moved into their home. He heard a little gasp and, looking up, saw his son Kevin crouched at the door. Wide-eyed and breathless, Kevin wagged his finger toward a corner of the room.

“Look out, Daddy, there’s a monster over there,” he said.

Bill turned to look and laughed when his gaze fixed on a hulking mass of metal that had a huge outgrowth of ducts that resembled the tentacles of an octopus.

“That’s not a monster, Kevin, but it sure is one ugly old furnace. We’ll have to do something about that one of these days, won’t we?”

a cold winter

“It really was a monster,” Barbara says. “Our bedrooms were too hot or too cold, and it was so stressful opening our heating bills. They were so high. Then, the furnace broke in the middle of winter, costing us hundreds of dollars to get it fixed. We knew we had to get rid of that thing.”

Bill did research and found that heating

system designs are very different today.

“I learned that an ultra-efficient system gives you more stable temperatures and almost perfect comfort for a much lower cost,” says Bill. “That’s much better than the giant blasts of heat we were getting every so often from our existing furnace.”

money up the chimney

“Our heating company also told us that all of the heat we were losing up the chimney could easily have been used to keep our whole house warm,” Barbara adds. “That was shocking.”

The following spring, Bill and Barbara installed a brand-new high-efficiency heating system,

which ended their comfort problems and high heating bills. The couple estimates that they now spend hundreds of dollars less for their heat.

“Last year, we stayed within our budget despite higher energy costs and some very cold weather,” says Barbara. “We used less fuel even though it was much colder. And the heat seems to circulate better than before.”



Kevin doesn't have to worry about the monster anymore.

ghostbusters

2. While Kevin believed that a monster was living in the house, his sister Elizabeth began to think a ghost had invaded the home. It started on a blustery November day, when gusts of wind rattled the windows and caused a spooky whistle, which could be heard in certain parts of the home.

When Bill arrived from work that night, he learned he had a new job: ghostbuster!

“I already knew that we had a lot of drafts in the house,” recalls Bill. “So I told the kids we were going to play detective and find all of the places where the wind was coming into our house and fooling us into thinking we had a ghost.”

The next day was another windy day,

so Bill took a lit stick of incense and held it next to windows, doors, electrical boxes, plumbing fixtures and other places where it seemed cold air could get into the house. The kids followed along.



Bill and Elizabeth take a break after a day of ghost busting.

When the smoke from the incense stick moved horizontally, Bill knew he had found an air leak. Each time, Kevin identified the area with a washable marker, and Elizabeth yelled out, “You’re busted, ghost!”

Within a week or so, Bill had plugged all the leaks with caulking, sealing or weatherstripping. Closing up the leaks helped the family save money on both their heating and cooling bills.

And nobody, especially Elizabeth, missed the ghost.

getting with the program

3. Inspired by the energy savings he had already gained, Bill set out to find more ways to save. That motivated him to install a programmable thermostat, which enabled him to reduce the amount of fuel used for heating by about 10%.

“For awhile, Barbara and I tried to adjust the

temperatures on our own, but we usually forgot,” says Bill. “Then if we felt cold, we would raise the thermostat real high to get warm fast, but we knew that was wasting money.”

As a result, they bought a new programmable thermostat. “It’s very easy to program,” Bill says.

The thermostat is kept at a comfortable setting when everyone is home; a lower temperature is set for the hours when no one is in the house and at night when the family is sleeping.



the program settings Bill put in

time	temperature setting
6 a.m. – 9 a.m.	68°
9 a.m. – 5 p.m.	60°
5 p.m. – 11 p.m.	68°
11 p.m. – 6 a.m.	60°

Bill and Barbara clear the air

4. Bill and Barbara sealed their home so they could save energy, but soon they faced another problem: unhealthy indoor air.

“We noticed it over time,” says Barbara. “I felt tired and sluggish and the kids always seemed to have colds and sniffles.”

The couple had us evaluate the quality of

their indoor air. The main problems were common to what we find in other homes: unhealthy levels of particle allergens and chemical pollutants, as well as improper levels of humidity.

Our first solution, to handle the pollution, was dilution. We installed a ventilation control system to create a number of air changes each hour. This system replaced stale, contaminated indoor air with fresher outdoor air without compromising room temperatures.

Next, we mounted an air filtration system between their furnace and the return air duct to capture the majority of airborne particles.

“Once we had the air cleaner installed, I noticed there was less dust accumulating around the house,” says Barbara. “It definitely made a difference.”

Finally, we solved the problem of dry indoor air in the winter by installing a whole-house humidification system.

“Now that we’ve taken care of our indoor air, I feel like we can all breathe again,” says Barbara.



Barbara called and asked us to help clear the air in her home. Now everyone is breathing easy.

staying safe at home

5. Bill knew one of the most important things he could do was to schedule regular maintenance on his furnace.

“My aunt had a close call with carbon monoxide,” says Bill. “She had been getting headaches and not feeling well for a few weeks. It turned out that her flue pipe had become partially obstructed, and carbon monoxide was slowly backing up into her home. Lucky for her, the furnace broke down. That’s when the serviceman found the problem. My aunt hadn’t had the furnace checked out in years. It was as if she had driven her car for 100,000 miles and never had the oil changed.”

Toxic levels of carbon monoxide gas, which is odorless and invisible, can build up in your home if there are problems with the combustion chamber of your heating system.

Blocked or damaged vents and chimneys can also allow this potentially poisonous gas to accumulate—at times with deadly consequences.

Scheduling annual preventive maintenance will help us spot these problems early. “Once I get my furnace checked and know everything is all right, I can sleep better at night,” says Bill.



Bill and Barbara can now relax more, knowing they have a reliable home comfort company looking after them.



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



Congratulations

to **Dan Quist**, winner of the LG Electronics washer and dryer set in last winter's newsletter contest.

test your heating system now

On the first cold day of the season, we always get a lot of calls from people who can't get heat. To identify any problems early, we recommend that you do a "start-up" check on your heating system before the weather gets cold.

First, turn your thermostat above room temperature or to "heat." If your system doesn't start, follow these steps.

- ✓ **Make sure all emergency valves or switches are in their "on" or "start" positions.**
- ✓ **Check the fuel level in your tank.**
- ✓ **Check for blown fuses or tripped circuit breakers.**
- ✓ **If you have a boiler, check the water level indicated by the gauge.**
- ✓ **If you have a furnace, make sure the air filter is clean.**

If you still can't get heat, **press the reset button on your burner— ONCE only.** Then, if you still require assistance, call 203-531-5656 (Connecticut) or 914-939-2473 (New York).

We'll be happy to do this preseason test for you when we perform your annual tune-up service.



visit our new website

We have improved our website to make it more user friendly. You can visit WestmoreFuel.com at any time to create a personal account log-in, which will let you pay your bills online. This will help prevent bill clutter while saving you money on checks, envelopes and stamps.

Use our website to communicate with us too. Answer a survey about BioHeat fuel, and we'll enter you in a drawing to win a dinner for two.



don't forget your tune-up!

If you haven't scheduled your heating system **tune-up** yet, there's still time. Just like a tune-up for your car keeps it running dependably and efficiently, a heating tune-up can keep your system operating like new.

A tune-up also maximizes a system's fuel efficiency, which lowers fuel bills. In fact, regular tune-ups can *save you as much as 10% on your annual heating oil costs.* When we do our precision tune-up, it helps you get the most out of your old equipment.

Plus, if your system is new, a tune-up will keep it delivering the savings and reliability you paid for. It will also help equipment warranties stay valid.

If your system hasn't had its tune-up yet, schedule one today. Call us, return the reply card or schedule online at WestmoreFuel.com.

