

HouseCalls

from **Westmore**
FUEL CO., INC.

PERSONALLY SPEAKING

you always get the real deal with Westmore

Dear Friends,

We get calls all the time from people who have been offered a “good deal” from other fuel companies—the promise of low fuel prices and free services. One company in our area offers ridiculously low prices to lure customers, and then, after the first year, increases the price by a dollar or more per gallon.

Some companies say they offer service, but they actually subcontract their work to plumbers when the weather gets cold and demand for service gets high. You could wait a really long time for a repair when that happens.



Richard C. Bologna

Other “good deals” come from the gas utilities, which promise big savings if you switch to gas. But they don’t tell you about the high costs of conversion or how, over the long term, the price of both oil and gas swings back and forth. Eventually, prices even out.

So here’s the real deal. With Westmore, you get the value of fair prices, professional service and total customer satisfaction that comes from a local family-run business that cares about its friends and neighbors.

Warmly,

Richard C. Bologna

Richard C. Bologna

rush to natural gas raises big concerns

Explosive growth in natural gas use has alarm bells ringing louder—especially in terms of supply problems and environmental harm.

The amount of natural gas being used in electric power-generating plants (instead of coal) has increased enormously over the last decade. This monstrous increase has raised legitimate worries about the limited capacity of pipelines that transport natural gas. (Severe storms knocking out gas transmissions are also becoming more common.)

To make matters worse, U.S. suppliers are rushing to export our gas overseas. Three U.S. terminals have already received

permission to ship natural gas overseas and about **15 more** proposals are awaiting approval. This trend could restrict supply and drive up prices even further. In fact, wholesale natural gas prices have already surged more than **60% this year!**

Find out more about this and other issues by going to the Discover page of our website and clicking “The Truth about Gas.”

In addition, a recent study found that over the last decade, natural gas customers in the U.S. paid **\$20 billion for fuel they never received.** That’s due to old, leaky pipelines—which release large amounts of methane, the main component of natural gas, into the atmosphere. Methane harms the environment because it’s a much more powerful greenhouse gas than carbon dioxide.

So for those of you who have chosen to stay with oil, congratulations! More than ever, it’s proving to be the right choice.

cleaner than natural gas!

Westmore’s **B20 BioHeat®** combined with ultra-low-sulfur heating oil means our fuel is as clean as natural gas—perhaps even cleaner! Lower levels of sulfur in heating oil reduce emissions, enabling your system to run more efficiently and saving you money on fuel.

As of now, ultra-low-sulfur heating oil is available in New York and will be in Connecticut beginning in July 2014.

Can your family win a Gold medal for home energy efficiency?

If there were a competition for the most energy-efficient home on your block, would you be a medal winner?

BEGIN THE CONTEST RIGHT NOW by marking the box for each statement that is true;
then **ADD UP YOUR POINTS** to see if you end up on the winners' podium.



☐ Our heating system is less than 15 years old

value
30
Points



Why It Matters: If you didn't check this box, consider replacing your heating system soon; the performance and reliability of heating equipment typically deteriorates after 15 years (sooner if maintenance has been neglected). At minimum, a new system should help you save up to 20% on your annual heating costs. (If you significantly improve system efficiency, savings can be even higher.) You'll feel the difference in comfort too. You'll also save on repairs because you'll minimize the potential of a system breakdown, a common problem with old systems.

Finish Line: A family that spends \$3,000 per year to heat their home and reduces their annual costs by 20% saves \$600. If the new system costs \$3,000, the payback time on a system investment takes only five years.*

* For illustrative purposes only; energy savings and equipment costs vary.

☐ We have regular preventive maintenance done on our system

value
20
Points

Why It Matters: When your heating system gets inspected, cleaned and adjusted annually—ideally in the spring or summer—fuel efficiency improves, saving you as much as 10% on your annual fuel bills.

Finish Line: The money you save on fuel easily covers the cost of getting your system serviced. Regular checkups fend off inconvenient breakdowns and costly repairs, and extend equipment life.

☐ We have a high-efficiency oil-fired water heater

value
15
Points

Why It Matters: An oil-fired water heater means low-cost access to virtually unlimited amounts of hot water. Its efficiency means extremely low operating costs over the life of the unit.

Finish Line: Oil-fired water heaters have recovery rates as high as 120 gallons per hour. That means plenty of hot water for the whole family—at a much lower cost than heating your water with electricity.

☐ Our home is properly insulated

value
15
Points

Why It Matters: Air leaks are like a broken window! The average house loses as much cool or warm air through leaks in walls, attics and other areas as if its owner neglected to repair a broken window.

Finish Line: Proper insulation and air sealing can “fix” that window, reduce energy costs by up to 20% and make a home more comfortable.

☐ We use a digital thermostat

value
15
Points

Why It Matters: Old analog thermostats get set to a comfortable temperature and hardly ever get touched again. But that wastes a lot of energy. Why spend money heating your home when it's empty or when everyone is asleep? A digital thermostat lets you create your own program; you can customize the temperature you want at different times of the day and night.

Finish Line: Not sure you'll be able to program your new thermostat? Ask a teenager! When used right, a digital programmable thermostat can save about \$100 a year.

☐ We have banished electrical vampires

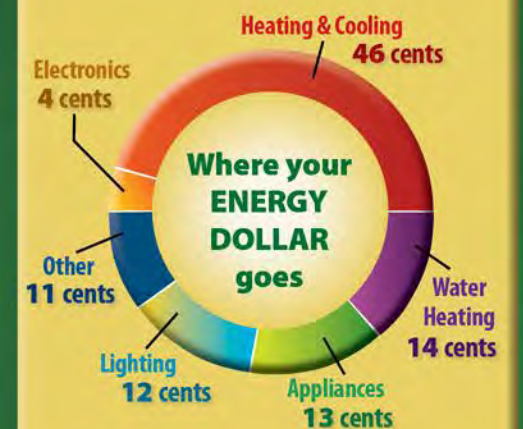
value
5
Points

Why It Matters: Equipment and appliances that keep using power even when turned off are sometimes called vampires—because they constantly suck energy. Electrical vampires include everything from computers, printers and wireless routers to microwaves, coffeemakers and more.

Finish Line: If you've been unplugging equipment when not in use, you're conserving electricity by as much as 10%. If everyone banished electrical vampires, nearly \$6 billion would be saved and 87 billion pounds of carbon dioxide emissions would be eliminated every year.



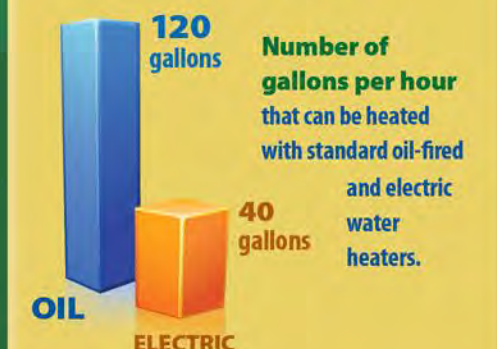
If every home in the United States was at a “Gold medal” level of efficiency, it would be the equivalent of removing **500,000** pollution-producing cars from the road.



\$600 Million

Savings in energy costs if every American home replaced just one lightbulb with a more energy-efficient bulb.

You always get MORE hot water with OIL



76–100 points:
You win a Gold medal.
You have reached Olympian levels of efficiency!



51–75 points:
You win a Silver medal.
There are more ways to save, but you're doing well!



26–50 points:
You win a Bronze medal.
Keep looking for ways to save on energy!



Call Us! **203-531-6800**
914-939-3400
Visit Us! **WestmoreFuel.com**

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this new boiler pays for itself!

Because of advances in technology, today's high-efficiency oil heating systems use much less energy than older models. A new system can reduce annual fuel bills by as much as 40%!

Many customers have seen savings like this after installing the **Energy Kinetics System 2000**. Brookhaven National Laboratory, which is funded by the U.S. Department of Energy, has rated the System 2000 the most efficient oil boiler in the world!

The System 2000 has the lowest overall standby

heat loss (the heat lost up the chimney when a boiler turns off) and the best annual efficiency performance of all heating systems tested to date.

Call or email us today if you would like a FREE evaluation of your heating system and a free estimate on a replacement system.

Studies show that the System 2000 is more efficient and burns cleaner than most gas heating equipment.



switch to e-billing and enter our drawing

Many of our customers love the convenience of getting their billing statements by email. You will too! It's easy, good for the environment and reduces paper clutter. You may even save a tree!

Please email us at CustomerCare@WestmoreFuel.com and tell us you want to receive your billing statements by email.

Everyone who is an e-billing customer by Nov. 30 will be entered in a drawing to win this programmable touch-screen thermostat from Honeywell.*



*Installation not included. Other conditions apply. Contact us for details.



P.O. Box 1350 • Port Chester, NY 10573

BioHeat® • Biodiesel Fuel • Heating Sales & Service



PRESORTED
STANDARD MAIL
U.S. POSTAGE
PAID
MPI

WIN A \$50 HOME DEPOT GIFT CARD



We work really hard for our customers and we treat them the way we would want our own family to be treated. That's why it's so rewarding when a customer takes the time to thank us for our efforts and praise one of our hardworking employees.

If you would like to acknowledge someone, please write your comments on our Facebook page. Go to [Facebook.com/WestmoreFuel](https://www.facebook.com/WestmoreFuel). Submit your entry by Feb. 28 and we'll enter you in a drawing to **win a \$50 Home Depot gift card**.

*If we have **not** met your expectations, we urge you to call or email us so we can make things right.*

save 20¢ per gallon for 2013

New York State residents who get their fuel from Westmore qualify for a **20¢ per gallon credit** on their 2013 taxes. For a customer who uses 1,000 gallons, that's a savings of \$200! Westmore delivers **B20 BioHeat®** to all our customers without charging a penny extra. No other fuel company offers this deal.



Each January we mail the tax credit information and form to you or you can download it from our website. So please tell your New York friends who heat with oil to call us or visit our website. They'll appreciate it, and **you'll both get a \$50 credit** towards your next fuel delivery once they sign up!

Save money on checks and stamps with AutoPay! Go to [WestmoreFuel.com](https://www.WestmoreFuel.com) to sign up.