

HouseCalls

from **Westmore FUEL CO., INC**

PERSONALLY SPEAKING

we listen to you

Dear Friends,

One of the many things we have learned from being in this business for three generations is the importance of listening to our customers.

Over the past year we've accelerated our efforts to find out what's on your mind. First, we pored over the results of the 2015 Oilheat Consumer Research Study conducted in six Northeastern states, including Connecticut. More than 500 people shared their thoughts about their fuel of choice.

We followed this up by creating an online survey for our own customers. We asked you to evaluate our performance and let us know if you thought we were treating you in the best possible way.

More than 10% of our customers responded. We thank you for taking the time to do this. We've listed some of the key findings on this page.



Richard C. Bologna

For us, it was gratifying to learn how happy the majority of you are with our service. Clearly, we're doing a lot of things right. But that doesn't mean we're not going to work even harder to get better.

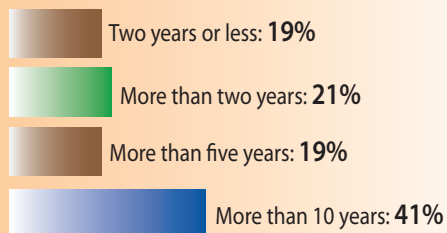
We appreciate the opportunity you have given us to take care of you and your home. *Thank you!*

Warmly,

Richard C. Bologna

survey results: what you told us

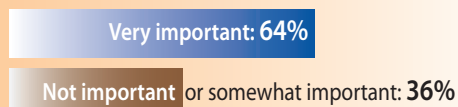
How long have you been a customer?



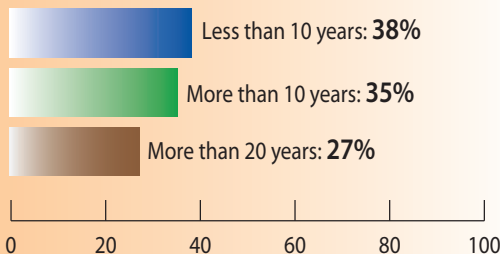
Rate our overall service:



Is it important to you that we deliver B20 Fuel?



How old is your heating system?



Top 5 products/services customers want more information about:

1. Water heaters
2. Heating systems
3. Oil tanks
4. Service plans
5. AutoPay

OSPR16-14286

WIN a video tablet!



Enter to win the new 10-inch **Lenovo Yoga Tab 3 Pro** — the ultimate tablet with built-in video projector! The revolutionary integrated projector transforms any room into a personal movie theater. It's a whole new way to enjoy videos and movies!

Read this newsletter and answer the questions at **WestmoreFuel.com/contest**. All entries received by **6/15/16** with the correct answers will be entered into a drawing. * **Three winners will be selected!**

*No purchase necessary. A purchase will not improve chance of winning. Visit WestmoreFuel.com/contest for details.

Value: \$499

The Yoga Tab 3 Pro's QHD display is perfect for immersive gaming and rich, detailed video.

Getting better all the time!

It's a great time to be an oil heat customer! Prices are at historic lows, supply is more abundant than ever and "green" technology is lifting savings and comfort while benefitting the environment. People who switched to gas are missing out on a lot!

7 reasons why you're smart to heat with oil

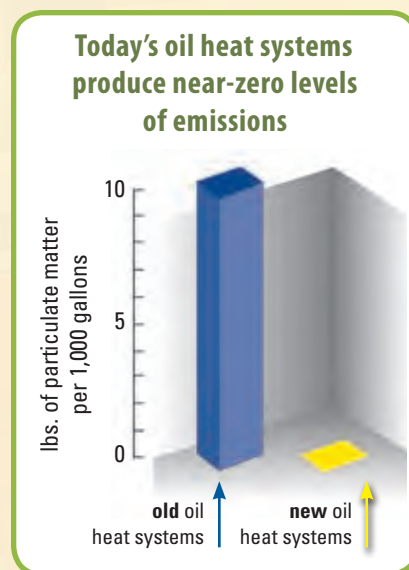
Heating oil remains one of the cleanest, safest and most reliable fuels your money can buy. The plunge in prices over the last two years means it's an even better value, proving once again that heating your home with oil remains one of the wisest things you can do.

1. Greener fuel.

There is continued movement toward using ultra-low-sulfur heating oil with Bioheat® fuel. This is a clean-burning fuel that produces fewer carbon emissions than natural gas, which has become more of a carbon producer due to the growing use of liquefied natural gas. Meanwhile, methane leaks from natural gas have become a big environmental concern. (See article opposite.)

2. Clean-burning technologies.

Modern oil burners emit near-zero levels of pollution; heating with oil today means no odors, soot or other residue in your home. (See the chart at right.) Widespread use of ultra-low-sulfur fuel oil, combined with cutting-edge emissions-control technologies, can reduce already low emissions even further.



Source: U.S. Environmental Protection Agency.

3. Fuel conservation advances.

Oil heat systems are cleaner, greener and more economical than ever. The latest heating systems are small, smart and super-efficient and can save you as much as 30% on your annual heating costs.

4. High-tech hybrids.

Solar and geothermal energies are being integrated with oil heat in hybrid systems for water heating. That means a household's water can be heated with little or no fuel required. A solar water heater can reduce water heating bills by as much as 80% and reduce annual carbon dioxide emissions by 6,000 pounds.*

*U.S. Department of Energy.

5. Abundant supply.

The new American oil revolution is now a reality. Domestic oil production has reached its highest point since the 1970s. As a result, most experts expect oil prices to stay lower for the foreseeable future.

6. Great value.

Crude oil prices recently plunged to their lowest level since December 2003! The price drop has been so significant that heating oil is once again less expensive than natural gas when you apply an apples-to-apples comparison—a gallon of heating oil generates 40% more Btu's of heat than an equivalent amount of natural gas. What's more, gas utilities impose a surcharge on their customers that adds to the cost of heating a home with gas. They also charge customers for lost gas! (See article on bottom right.)

7. Guaranteed service response.

You can always expect a fast and courteous response from us whenever you need our help—a guarantee that you simply cannot put a price on.

will natural gas clean up its act?

The U.S. Environmental Protection Agency

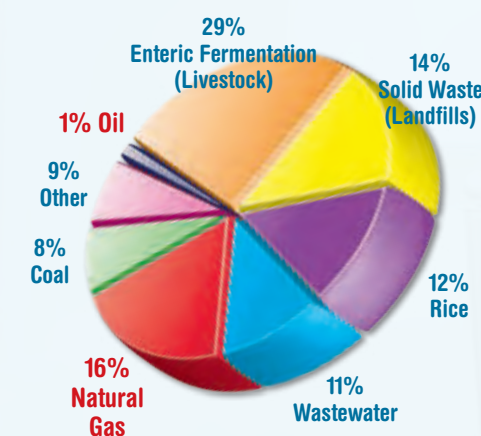
has proposed new regulations to cut carbon dioxide emissions from existing coal plants by up to 30% by 2030. In addition, there is a plan that outlines both regulatory and voluntary actions that federal agencies would undertake to reduce methane emissions, which are more damaging to the environment than carbon dioxide emissions. (Methane is the main component of natural gas.)

The strategy targets industries creating the largest percentage of domestic methane emissions, with the top three polluters being agriculture (farm animals), natural gas systems and landfills.

While there is no practical way to control emissions from farm animals, some landfills have been installing wells and vents to capture methane.

We can only hope that the natural gas industry makes similar progress in addressing an environmental problem that affects us all.

Methane Emissions



Source: U.S. Environmental Protection Agency.

your neighbor is paying for "lost" gas!

As more power plants convert from coal to natural gas and older gas pipelines continue to deteriorate, an adequate supply of natural gas is becoming a major concern.

Leaky gas pipelines are also costing people money! Gas that doesn't reach the customer is considered lost or unaccounted for, although it is still paid for by the gas customer. Imagine if we charged you for oil that was "lost"!

By sticking with oil heat, and upgrading to high-efficiency, clean-burning oil heating equipment you can reduce emissions, save energy and keep your heating bills reasonable. And by doing this, you'll still have us on your side, always willing to go out of our way to keep you warm and safe.



savings, comfort, peace of mind

Our customer survey

revealed that 27% of our customers still rely on oil heating systems that are more than 20 years old. We were surprised that there are still so many "old clunkers" in existence.

If you're in this group, please talk with us. Because of advances in technology, today's high-efficiency oil heating systems use much less energy than older models.

Customers who have

traded in very old systems for a high-efficiency model have been astonished to see their annual fuel costs drop by as much as 40%.

This is made possible with the **Energy Kinetics System 2000**. With the System 2000's hybrid energy-recovery cycle, no heat energy is left wasted in the boiler. System 2000 can be installed with or without a chimney.

Please call or email us today if you would like a FREE estimate and a no-obligation consultation. *Let us help you save money, be more comfortable and enjoy greater peace of mind!*



Glenn Nadin, our Installation Manager, explains how a high-tech oil boiler saves you money.

guarantee a low price into 2017

The continued drop in oil prices, combined with warmer weather, gave all of our customers a much needed break on winter heating bills.

This was true whether you chose to pay our daily posted price or enrolled in our price cap program. A price cap is your safest bet because it limits how much your price can rise but not how much it can fall. (This year showed once again why a price cap is better than a fixed-price contract.)

So what's next? The way the world energy markets are fluctuating, now may be a perfect time to make sure you are covered for next heating season. The long-term outlook for heating oil prices is very good. But none of us knows for certain whether they will rise or drop this year.

Here's what you need to know:

- If you have used 80% of the fuel you protected last year, you can enter into a new pricing contract **today**.
- **Not sure how much you have used?** If we have your email address, an email alert is sent to you when you have received 80% of your contract's fuel. This invites you to enter into another pricing contract. You can also call or **email us** at any time.
- If you didn't have a pricing contract this past year, give us a call and we'll be happy to go over your options.

You can also log in to your account today at myaccount.westmorefuel.com/login to review our latest pricing offers. Please call or email us at any time to request more information.



P.O. Box 5236 • Greenwich, CT 06831

B20 Bioheat® • Biodiesel Fuel
Heating Equipment Sales & Service



PRESORTED
STANDARD MAIL
U.S. POSTAGE
PAID
DG3



Inside this issue: WIN a video tablet* • secure a low price now

*No purchase necessary. A purchase will not improve chance of winning. Visit WestmoreFuel.com/contest for details.