

HouseCalls

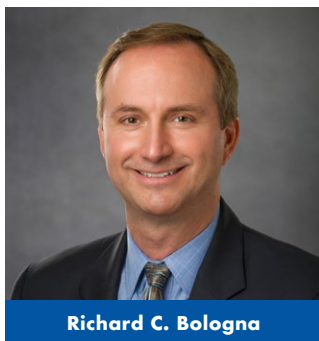
from **Westmore**
FUEL CO., INC

PERSONALLY SPEAKING

After the Storm

Dear Friends,

Our team at Westmore Fuel has a lot of experience in responding to extreme circumstances. Doesn't it seem as though we have a severe emergency at least once a year? How about power outages that lasted for weeks, Port Chester Harbor freezing over and blinding blizzards? I thought we had seen it all, but the flooding damage left behind by Hurricane Ida in late summer was in a whole other category.



Richard C. Bologna

When the storm hit Westchester County the massive rainfall—estimated at 9 to 13 inches—flooded basements, damaged oil tanks and ruined heating systems. Some homes had so much water in the basement that the oil tank was lifted up and floated to the ceiling. Flooded heating systems cannot be repaired. They must be replaced.

I'm proud of our team who have been working day and night to restore heat to our customers.

If you're thinking of upgrading your equipment but it's still keeping your home comfortable, please give us a few months to catch up.

Warmly,

Richard C. Bologna

Richard C. Bologna

P.S. As long as you're a Westmore customer, count on us to do our best to come through for you. Please read about the experiences of a few Westmore customers on page 4.

higher energy prices hurt us all

By the time this newsletter

reaches your home, heating-oil prices may have dropped considerably. But we've been fielding some calls from customers upset with higher oil prices.



There is a misconception that we make more money when prices rise like this. We don't. In fact, we make less. It's like when the cost of coffee or milk rises. It's not the local grocery store that is profiting. (That's left to the Wall Street investors).

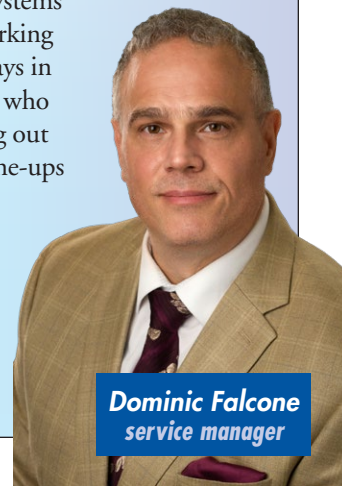
Higher costs have a negative impact on all of us.

If you have concerns about your heating bills, please talk to us about ways we can help you reduce your energy costs or handle payments more easily.

be patient with your tune-up

Since Hurricane Ida, we have had to reschedule many heating-system tune-ups as we try to restore all the customers with damaged heating systems and fuel tanks. Even though we are working very hard, we anticipate continued delays in scheduling. We apologize to customers who have been rescheduled. We are reaching out and will get to all our customers for tune-ups in the coming months.

Fortunately, because we deliver a combination of Bioheat® fuel and ultra-low-sulfur fuel, our customers' systems burn more cleanly, enabling them to go longer without tune-ups.



Dominic Falcone
service manager

responding to Hurricane Ida

After we helped hundreds of Westmore customers get their heat restored, we received a bunch of phone messages from happy homeowners. Here are just a few comments:

"I met some of your exceptional staff for the first time and all of them are great. I want to thank you for your service and the fine staff you have at Westmore."

—Al C.

"Your technicians are geniuses. Somehow, they got my furnace working again. I am so pleased to be a Westmore customer because I know they will take care of me."

—Beverly N.

"Your technician John responded to my call and he was a true professional, finding and fixing a very complex problem. I'm glad John is on your team."

—Jessie B.

Helping to restore Westmore customers heating systems that were damaged from hurricane Ida



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Heating Equipment Sales & Service



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ask the expert

Communication is so important when we're faced with the type of situation that Hurricane Ida caused. Sean provides an update.

Q: What have you done to stay on top of all this?

A: I sent an email out to all our Westchester customers asking them to let us know if they're experiencing any problems. Hundreds of customers have responded so far. The first wave included those who couldn't get any hot water. The second group were people who kept turning their thermostat up because they weren't getting enough heat. We have also identified a group of people who are dealing with oil-tank damage.



Sean Lytle
oil dispatcher

Q: What are you doing about that?

A: We don't want to make deliveries if their tanks are not in sound working order. So we have a system in place that can identify tank problems and we can then offer solutions. We also need customers to let us know if they suspect they have an issue with their tank.

how clean is B20 Bioheat® fuel?

Westmore's ultra-low-sulfur and B20 Bioheat burns so cleanly that it creates **less than a tablespoon of soot** per year!



This renewable fuel dramatically reduces emissions of particulate matter, sulfur dioxide and carbon dioxide. The use of B20 Bioheat fuel will eliminate thousands of metric tons of carbon dioxide each year in Connecticut and New York.

B20 Bioheat fuel also burns more efficiently, saving you money on heating costs, prolonging the life of your heating equipment and helping the environment. You don't have to spend any money modifying your system to start using Bioheat fuel!

As a bonus, our New York customers can apply for a 20¢-per-gallon tax credit. That translates into a \$200 savings for every 1,000 gallons delivered!

So, keep going green with Westmore Fuel, the leader in providing a new generation of clean-burning fuel.