

# HouseCalls

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

## PERSONALLY SPEAKING

### we're all in this together

Dear Friends,

#### Given what has been going on

in the world as I write this, it's no surprise that customers have been calling us, frantic about the shocking rise in fuel prices that followed the Russian invasion of Ukraine.

We're just as troubled as you are, including when some people decide to look elsewhere for a better "deal" because they think we are making more money. **The exact opposite is true.**

Customers have trouble paying their bills, making our receivables skyrocket. Meanwhile, we must pay our suppliers in just 10 days. This forces us to borrow from the bank. This is an awful mess for everyone.

We also had to raise the monthly payment for our customers enrolled in our monthly **EvenPay** plan. Despite this, spreading out your payments throughout the year is much easier than paying in full for each delivery.

If you are having trouble paying your bill, talk with us before it becomes a problem. Many times, we can work out something to give you more time, especially if you've been with us a while. We can also set you up on our EvenPay plan at no cost.

We don't know where things will go from here, but we hope this spike is only temporary. Nothing will make us happier than prices returning to normal. Until then, trust us to look out for you, and let's hope we are living in a more peaceful world by the time you read this.

Warmly,

*Richard C. Bologna*

Richard C. Bologna



Richard C. Bologna

### 5-star service

**We always appreciate** customers who take time out of their day to send kind words our way. Here's what Vicki, a long-time Westmore customer, told us:

*"We've received excellent service from Tony for our furnace cleaning. The service we receive from Westmore, and especially Tony, is outstanding. The job was done perfectly, and Tony is always friendly and polite. I take my hat off to Westmore for offering 5-star service."*



### Bioheat® fuel mandate now law



**New York Gov. Kathy Hochul** has signed into law a statewide mandate that requires heating oil to be a **low-carbon fuel blend** with a specified percentage of biodiesel. Here is the timeline for this carbon-reduction strategy:

- ➔ B5 blend by 7/1/2022
- ➔ B10 by 7/1/2025
- ➔ B20 by 7/1/2030 (Westmore achieved this in 2010)

Connecticut has also passed a similar mandate, but with an extended timeline:

- ➔ B5 blend by 7/1/2022
- ➔ B10 by 7/1/2025
- ➔ B15 by 7/1/2030
- ➔ B20 by 7/1/2034 (Westmore achieved this in 2010)
- ➔ B50 by 7/1/2035

While this is great news for everyone, Westmore Fuel has been delivering B20 Bioheat fuel (20% biodiesel and 80% ultra-low-sulfur heating oil) since 2010! But we're not stopping there; we are on our way to offering a B30 blend soon.



## our amazing team

**I'm so proud of our** service team, whose efforts were unbelievable these past few months. They worked seven days a week, and helped out, whenever possible, non-customers who were left stranded in the cold by their fuel companies.

Our technicians also had to carry an extra load covering for the challenges brought on by yet another COVID-19 variant this winter.

I can't thank them enough. It's their dedication that helps us maintain your comfort and safety.

We also appreciate the patience and understanding of all of you, our customers. Your words of kindness and thoughtful gestures through these tough times have touched all of our hearts.



**Dominic Falcone**  
service manager

## Bioheat® fuel vs. electrification

**Until our electricity supply** is less environmentally destructive and not prone to numerous blackouts, it is simply not the best choice for heating when advancements in heating oil are already proving to be incredibly effective and affordable.

Bioheat fuel is readily available, already in wide use, requires no significant modifications to home heating systems, does not significantly increase energy costs and dramatically **reduces carbon emissions.**



Read some startling facts on Page 3 about the challenges we face improving our electric grid.



P.O. Box 5236 • Greenwich, CT 06831

**B20 Bioheat® Fuel • Biodiesel Fuel**  
**Heating Equipment Sales & Service**



PRESORTED  
STANDARD MAIL  
U.S. POSTAGE  
**PAID**  
DG3

## lowering the cost of our service plans

**With inflation at its** highest point in 40 years and energy prices at record levels, all of us are feeling the pinch. We're pleased to tell you that we have refined our service plans and lowered their prices.

How is that possible? The evolution of our fuel has significantly improved how cleanly it burns in your system. When you combine ultra-low sulfur heating oil with B20 Bioheat® fuel, the result generates less than a tablespoon of soot per year. Improvements in heating system efficiency have also reduced the number of gallons most people burn.



The result—most people really don't need to get their systems cleaned every year.

Rather than continue to charge you for something you don't need, we are taking the tune-up out of the plan and reducing the price. You can still get a tune-up if warranted, but it will be an option (provided at a discounted rate to service plan customers). We are also adding some new options. These changes will kick in when your plan renews. If you are one of the few customers who doesn't have a service plan, you can get the new version now.