

HouseCalls

from **Westmore**
FUEL CO., INC

PERSONALLY SPEAKING

we put you first

Dear Friends,

The surge in all energy prices has

been painful for everyone. And now, some of our customers have to worry about being left cold due to forced power outages.

ISO New England—the independent corporation responsible for keeping electricity flowing through Connecticut and the rest of New England—has reported a high risk of rolling blackouts this winter. That's due to a shortage of natural gas needed to make electricity. As a result, both electric and natural gas prices have skyrocketed. (See related article on page 4).

I know this is a challenging time for all of you, and we are just as frustrated. But looking ahead, there is reason for some optimism.

Future heating oil prices on the commodities market show a big drop-off in the months to come. This lines up with a prediction from the U.S. Energy Information Administration, which projects lower distillate fuel prices in the first half of 2023. (Distillate fuels include heating oil and diesel.)

Westmore Fuel has been taking care of our customers for 85 years now. There are many things we can't control, but we will always prioritize our existing customers over new ones. We will go the extra mile to keep you safe and warm. And we will be there when you need us.

Warmly,



Richard C. Bologna



Richard C. Bologna

help us reach you when it's urgent



Please make sure we have your

correct email and cell phone number on file.

This ensures that we can get in touch with you right away about anything that could affect our operations, like a pending blizzard, staff shortages due to sickness, etc.

To update your contact information, visit our website and click Log In to access your online account, or go to our Contact Us page.

ask the expert

Q: Why haven't heating oil prices fallen like gasoline prices did?

A: While gasoline and heating oil are both distillates of crude oil, their prices don't always track the same way. The better comparison is diesel fuel. Since 2017, diesel and heating oil have met the same refining specification; they are just taxed differently.

Diesel prices have surged this year because the fuel is scarce worldwide, unlike gasoline. There are simply not enough refineries right now to meet post-pandemic global demand, especially since the United States and European countries stopped buying Russia's energy exports.

The good news is that we maintain a winter-ready inventory of heating oil at our own **1.2-million-gallon marine storage terminal**. We also have solid relationships with reliable fuel suppliers.

This puts us in a much stronger position than the many small-time discount operators who have to line up their trucks every day to get their oil at regional supply terminals.

We want you to rest easy. As we've done for many years now, we'll deliver comfort and peace of mind to you.



Darren LeDoux
Sales Manager

Save Money—Don't Make These Six Mistakes

It's only natural that everyone is trying to save money while, at the same time, keeping their home comfortable. But there are right ways and wrong ways to do that. Here is some advice.

1



Turning off the heat in some rooms

One common mistake we see people make is when they drastically reduce or completely shut off the heat in different parts of their homes.

While you might think this will save you a little on heating costs, shutting off the heat creates the possibility that water pipes may freeze—especially in poorly insulated rooms or rooms with water pipes located in exterior walls. As you might expect, frozen pipes that burst cause extensive water damage.

If you have a furnace, shutting off some vents can disrupt normal air flow, causing an imbalance that will

just make your furnace work harder, wasting money and straining your ductwork.

What's the answer? It's best to keep heat flowing to all the rooms in your home. A better idea is to keep the temperature at a comfortable level throughout your home and program it to energy-saving settings when the house is empty or everyone is asleep.

If you have a zoned system, you can vary the temperature in different rooms, eliminating the temptation of shutting the heat off completely in parts of your home.

Trying to make your heating system work faster

When their home feels chilly on a cold night, some people turn their thermostat up as high as it will go, thinking their home will get warm faster.

That's a mistake. Your heating system doesn't work like a car—there is no gas pedal to make it go faster. Your system will produce heat at the same rate regardless of whether your thermostat is set to 68 degrees or 85 degrees.

(Setting the thermostat higher just makes your system work longer and burn more fuel.)

What's a better way? For better temperature control, trade in your old manual dial thermostat for a digital programmable one. This allows you to automate your home temperature settings and can help you reduce your energy use, with savings as high as 10% per year.

2



3



Neglecting your heating oil system

If you have a warm-air oil furnace, change or clean the filter on a regular basis during the heating season. A filter clogged with dust compromises efficiency and can cause your furnace to shut down.

If you have an older oil-fired steam boiler, check the water gauge periodically. Low water levels are a leading cause of boiler shutdowns. You should also flush your steam boiler when the water in the

gauge looks rusty. If you have a modern oil-fired hot water boiler, the boiler's automatic filling system should maintain the proper water level.

For safety's sake, make sure you're not storing any flammable materials near your boiler or furnace. This includes paint, cardboard boxes and old newspapers and magazines. You should also keep the area around your heating system clean to avoid a build-up of dust and dirt.



4



Not saying good-bye to an old system

If your boiler or furnace is at least 15-20 years old, think about 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. That could mean hundreds of dollars in savings each year.

Additionally, you can finally stop paying for expensive repairs and escalating maintenance costs for your old system.

5



Overusing electric space heaters

Some people choose to shut off their furnaces (or turn their thermostat way down) and switch on electric space heaters in their most frequently used rooms. But doing this vastly increases the chance of frozen pipes. Overusing electric space heaters can also make your utility bill soar. (Electricity is expensive!)

There is nothing wrong with using a space heater for some extra warmth when you need it. But if you do use a portable heater, always turn it off when you leave the room or go to sleep. Always keep pets and children away from space heaters. And make sure you keep your space heater away from anything flammable!

Doing your own repairs

Over the years, we've seen some costly—and dangerous—consequences when someone tries to do their own repairs on a malfunctioning heating system or appliance.

These types of repairs present unique challenges that more often than not require extensive training and sophisticated diagnostic equipment to assess and fix.

So, the next time you need a heating system repair, **don't attempt to do it yourself.** It's well worth it to call in a certified technician who has the training, experience and tools to find and fix your problem quickly, correctly and safely.

6





Dominic Falcone
service manager

the best way to beat high energy prices

The BEST way to beat high energy prices is to upgrade your heating system. If your furnace or boiler is more than 15 years old, you are missing out on highly efficient new technologies that can really save you a lot of money!

Not only will you lower your home's heating costs for years to come, but you may also qualify for **immediate savings**. Right now, you can save a lot of money with available rebates and tax credits when you install a qualifying heating system.

We have a fantastic installation team who can get your replacement system up and running quickly. Reach out to us for more details and ask us for a **FREE** estimate on a new heating oil system.

make life easier

Here are two ways to make fuel payments a breeze:



- 1. AutoPay.** Make payments automatically from your bank account or via credit card.
- 2. E-billing.** Reduce paper clutter and keep all your statements and payment records in one secure digital space.

Give us a call or visit **WestmoreFuel.com** and go to our Customer Service pages to request enrollment.



P.O. Box 5236 • Greenwich, CT 06831

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



PRESORTED
STANDARD MAIL
U.S. POSTAGE
PAID
DG3

snapshot

If you've joined our family of customers

over the past few years, you may already know Tyler Pratt, our sales representative for new accounts.

"It's easier to get customers to come on board with us because of Westmore's outstanding track record of responsive service," says Tyler, who joined us in June 2019. "We're also extremely proud to offer everyone our B20 Bioheat® fuel."

Away from work, Tyler stays busy—and in shape—by playing in the Men's Senior Baseball League, the premier amateur baseball league in the country.

"We compete in regional and national tournaments, and the best teams travel to Arizona in October to play in a World Series," says Tyler, who currently plays for the Ridgefield Rockers in CT and the Lewisboro Tigers in NY.

Lewisboro Tigers in NY.

"I play outfield, third base, second base and pitch occasionally," says Tyler.



Tyler when he was a member of the Westchester Mets.



sticker shock for gas and electric rates

It's not just heating oil consumers who have been impacted by the startling rise in energy prices.

Natural gas bills may go up more than 30% over last winter. Plus, electric supply rates in Connecticut are set to **double** in 2023, while homeowners in Westchester County, NY, may see a 27% increase in their electric rates.*

What's going on? Well, wholesale natural gas prices have increased dramatically, driven by global supply shortages due to the war in Ukraine. Since a lot of electricity is generated by burning natural gas, many homeowners face a double whammy as far as rate increases are concerned.

The takeaway? When it comes to high energy prices, everyone is feeling the pain.



*Sources:

www.wtnh.com/news/connecticut/eversource-customers-could-soon-see-a-nearly-50-increase-in-monthly-bill/
westchester.news12.com/con-ed-westchester-residents-can-expect-a-27-increase-in-prices-this-winter