

HouseCalls

from **Westmore FUEL CO., INC**

PERSONALLY SPEAKING

Leading the way on Bioheat® fuel

Dear Friends,

Recently I was asked to participate in a National Oilheat Research Alliance (NORA) podcast in which industry leaders discussed the importance of shifting to low carbon fuels. I felt both proud and excited to share with listeners throughout the country the groundbreaking efforts Westmore Fuel has made to reduce greenhouse gas emissions with B20 Bioheat Plus® fuel, which we have been delivering for nearly 15 years.



Richard C. Bologna

This is a message we have to continue to deliver, including right here at home, to our own customers. There is no doubt that renewable fuels like B20 Bioheat Plus represent a practical alternative—at half the cost—to the costly forced electrification that government leaders in New York and Connecticut continue to pursue.

Bioheat fuel is not only helping to reduce carbon emissions **right now**. It will continue to reduce emissions each year as it eventually evolves into **B100**, an all-biofuel, no-petroleum, home heating fuel.

In preparation for this, the R.W. Beckett Corporation has begun production of fully warranted burners with B100-compliant components. Another manufacturer, Carlin Combustion Technology, started field-testing its B100 burners this spring, and I'm proud that Westmore Fuel has been asked to participate in this research project.

Here's the bottom line: You can count on the quality of heating oil to get even better in the years ahead. And you can depend on Westmore Fuel to be there by your side to help you stay comfortable and safe—all while reducing your carbon footprint.

Warmly,

Richard C. Bologna

Scan here to listen to the NORA podcast with Rick.



ask the expert

Q: What can I expect when Westmore installs new heating equipment in my home?

A: First, we offer a lot more than other companies in our area because of our longevity, competency, and commitment to complete customer satisfaction.

Before we give you our system recommendations with price quotes, we take the time to discuss your home heating needs and fuel consumption patterns.

After you've made your equipment selection, we schedule the installation at a time that fits your schedule. On installation day our crew will work fast, but smart, to remove the old system, make any necessary adjustments to piping and then install your new system.

You can relax after that because all of our installation work is backed by our own satisfaction warranty, as well as warranties from the manufacturer.

Q: How much can I expect to save with a heating upgrade?

A: I've been seeing a typical return on investment (ROI) of 30 to 40%. Reducing your annual heating expenses by that much will go a long way in offsetting the inflationary prices we've been dealing with over the past couple of years.



Dominic Falcone
service manager

affordable upgrades

Westmore Fuel partners with the National Energy Improvement Fund (NEIF) to provide financing so our customers can take full advantage of the equipment upgrades we offer. Please visit our website for full details.

What Do You Call the Fuel Inside Your Tank?

Do you think of it as heating oil? Fuel oil? Maybe you just call it oil. Have you ever referred to it as Bioheat® fuel? We explain the difference here.



Fuel Oil vs. Heating Oil: What's the Difference?

A lot of people tend to say heating oil and fuel oil interchangeably when describing their home heating fuel. That's perfectly OK, but be aware that the term fuel oil is not limited to home heating oil. Fuel oil is a broader term because it refers to any petroleum product that can power a home heating system or an engine. For instance, **diesel fuel** is a fuel oil.

Both fuel oil and home heating oil are sourced from crude oil during the refining process, which separates crude oil into different "fractions" while removing impurities. The lighter fractions of crude oil eventually become propane, butane and petrochemicals.

Slightly heavier fractions are used to produce gasoline, kerosene, jet fuel, diesel fuel and home heating oil. But that's not all. There are also heavier fractions refined from crude oil that can become No. 4 or No. 6 heating oils. These heavier grades of heating oil commonly fuel the large heating systems found in commercial and industrial buildings, schools and hospitals.

Are Heating Oil and Diesel the Same?

While there are two categories of diesel—on-road and off-road—there is no chemical difference between them. The only difference is their appearance, intended usage and price.

On-road diesel, which is subject to tax, powers vehicles like buses and trucks. Off-road diesel, which is not taxed, fuels equipment like tractors and generators.

Petroleum-based **home heating oil**, or No. 2 fuel oil, is essentially the same as off-road diesel. However, many homeowners and businesses can now count on an even more environmentally-friendly product when they get a heating oil delivery from us.



Bioheat® Fuel:

A Great Option for a Cleaner Future

We have delivered heating oil blended with **renewable biodiesel** (also known as biofuel) for some years now. The most refined grade of heating oil available, Bioheat fuel is also one of the cleanest burning heating sources for your home. It reduces greenhouse gas emissions significantly, and no changes to your existing heating oil system are necessary.

The biodiesel blend in Bioheat fuel comes from various organic materials, including

food byproducts like soybean oil. You sacrifice no food with biodiesel production.

What's so great about Bioheat fuel? When traditional fossil fuels that do not contain biodiesel burn, they take carbon that was originally stored in the ground and release **100%** of that carbon into the atmosphere.

In contrast, biofuel combustion actually **recycles** carbon-dioxide emissions through renewable plant materials and other biomass feedstocks contained in biofuels. That's why Bioheat fuel can be considered a clean energy source with **net-zero emissions** in the future. Clean electricity (still a work in progress) is not the only game in town!



How Much Heating Oil Will I Need?

Many factors affect your fuel use, including the outdoor temperature, the size of your home, the quality of insulation in your home, the efficiency of your furnace or boiler and your family's heating preferences.



But here's one basic rule of thumb that will help to give you a general estimate. The median size of a new single-family home built in 2018 was nearly 2,400 square feet. If outdoor temperatures average about 32° over a 24-hour period, that size home would consume about six or seven gallons of heating oil per day. Naturally, if temperatures remain above freezing and you live in a smaller home, you will use less heating oil per day.

Be Ready for a Delivery

Here's what you can do to help ensure that your fuel delivery is as efficient as possible during the winter.

- make sure your outdoor heating oil tank is always cleared of ice and snow.
- shovel a path to your heating oil tank or fill pipe after a snowstorm.
- mark the location of an underground tank with a stake that is visible above snow so our driver can find it easily.
- plow or shovel your driveway and lay down salt or sand to create a wide enough path so our bulk trucks can navigate it safely.

Our drivers thank you in advance!



Reading Your Oil Tank Gauge

On top of the heating oil tank, you'll see a clear glass or plastic tube that is marked with numbers that resemble the gas gauge of your car: F, 3/4, 1/2, 1/4. A brightly colored marker or float commonly indicates the amount of fuel left in your tank. If the float is at the bottom of the gauge or not visible at all, your tank is empty or nearly empty.

If you think the gauge is not working properly, please contact us. You never want to **guess** how much oil is left in your tank.





take a lot of worry out of winter

While we can't control global crude oil prices, we do have some ways to make the heating season a little easier — while saving you money along the way. Here are a few suggestions.

- » Enroll in **EvenPay**, at no cost, and we'll divide your total fuel bill into manageable monthly payments through June 2024.
- » Make easy payments by credit card or bank account through our **AutoPay** program. Save money on stamps and checks and stop worrying about late payments.
- » For more convenience, choose our **paperless billing** option. We'll send you a statement by email. No more lost bills, no more wasted paper!
- » To minimize repair costs, enroll in one of our heating oil **service plans** before winter.
- » Guarantee price certainty by opting for **cap price protection**. Your oil price will not go above the cap rate but if market prices fall below the cap, you get the benefit of the lower price.

Please reach out to us or visit our website to find out more about these programs or to enroll.



P.O. Box 5236 • Greenwich, CT 06831

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



PRESORTED
STANDARD MAIL
U.S. POSTAGE
PAID
DG3

service plans and tune-ups

With inflation at its highest point in 40 years, everyone is feeling the pinch. Years ago, we would have increased our service plan rates to keep pace.

We haven't increased rates since 2015. Instead, we've been able to refine our service plans and lower their prices.

How was that possible? The evolution of our fuel has significantly improved how clean it burns in your system. The combination of ultra-low-sulfur heating oil and B20 BioHeat® generates less than a tablespoon of soot per year and the higher efficient fuel reduces the number of gallons most customers consume. The result: most people don't need to get their systems tuned up every year.

We still perform tune-ups for customers who wish to have them during the off-peak season (March 1 through October 15), but we charge a discounted rate for tune-ups. This way, only customers who really need tune-ups pay for them. We recommend tune-ups every three years for most customers.



Mark Santangelo of Energy Kinetics stopped by our office in early August to help train our service technicians on the latest technologies. This is just one example of how we invest in strengthening the skills of our talented employees. Continuing education is critical to us and our customers. In other words, our training never ends!

Westmore Fuel customers have saved the most money by installing the Energy Kinetics System 2000 boiler, which has lowered annual heat and hot water bills by as much as 40%!

