

HouseCalls

from **Westmore**
FUEL CO., INC

PERSONALLY SPEAKING

your right to choose reliable home heating

Dear Friends,

For almost two decades, Westmore Fuel has invested a lot of money into keeping homes in New York and Connecticut warm and safe in the most eco-friendly way possible. One way we do this is by delivering **B20 Bioheat® fuel**, the most reliable renewable heating fuel available in our service area.

Sadly, our lawmakers are ignoring Bioheat fuel and other innovative renewable liquid fuel technologies. Instead, they think that wind and solar renewable energy can supply 100% of our electricity in the near future. Presently, less than 7% of our electricity supply in NY and CT comes from wind and solar. Please reference these real-time portals on electricity generation, broken down by energy source:

- » ISO-NE.com
- » NYISO.com/real-time-dashboard

Think about how many items you charge in your home (phones, computers, etc.). Now, think about adding vehicles and



Richard C. Bologna

heating systems to the electrical grid. Until our grid infrastructure is overhauled to meet current and future electric demand—which will take a generation to complete—we will be left with an unreliable grid with much higher electricity costs and no alternative energy choices.

We don't have to go down this road in NY and CT. The Bioheat fuel that Westmore Fuel delivers represents a much more reliable energy source than the current aging electric grid. As Bioheat fuel moves closer to becoming a pure B100 renewable fuel, it can absolutely meet

carbon reduction goals. Right now, we need to call on our elected representatives to come up with a smarter, more balanced energy plan to lower emissions without financially hammering our citizens or sabotaging our energy reliability.

Warmly,

Richard C. Bologna

Bioheat® fuel = cleaner energy future

Bioheat fuel is not just helping to reduce carbon emissions **right now**. It will continue to lower more emissions each year as it eventually evolves into **B100**, an all-biofuel-no-petroleum home heating fuel. In fact, the heating oil industry is on track for B100, or 100% biodiesel, by 2050. This will replace about 1 billion gallons of traditional heating oil and eliminate 8.59 million metric tons of carbon emissions.

It's estimated that widespread regional use of Bioheat fuel already prevents more than **1.5 million tons** of carbon dioxide emissions from polluting the atmosphere every year!

clean heating fuel tax credit

Because we blend our heating oil with 20% biofuel, our New York customers qualify for a 20¢-per-gallon annual state tax credit. The average Westmore customer saves about \$150 each year!

By now, you should have received an annual summary in the mail from us with your 2023 gallons, along with the NYS tax form you'll need to claim your credit.

You can also get the tax credit information you need by logging into your online account. Visit **WestmoreFuel.com** and click on the Bioheat pages to learn more.



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What Are Your Senses Telling You?

Heating oil systems are safe and efficient ways to heat your home and water, but like any other mechanical system in your home, they can experience problems from time to time. You can detect these problems with what you see, hear, smell, feel or touch. Here are the problem signs, as well as possible solutions.

Do You Hear What I Hear?



If all is well, your heating system should operate like a finely tuned machine with barely a peep. That's why it can be stressful if you start hearing odd noises one night while your heat is on.

Here are three common sounds and the possible causes. Keep in mind that only a visit from a professional service technician can ensure an accurate diagnosis. If you hear any of these noises, please request service as soon as possible.

- 1. Banging, whistling, howling or the sound of rushing water in your pipes.** These are common symptoms of air in the pipes, insufficient water flow or a build-up of sediment.
- 2. Noisy burner.** It's normal to hear your oil burner start up after your thermostat calls for heat. But if your burner sounds louder than normal (known as a hard start), the burner is not igniting properly and needs adjustment.
- 3. Straining sound from fuel pump.** This indicates there is a clog somewhere in the delivery system, such as in a fuel filter or supply line.

What's That Smell?



The most common source of foul odors in a home comes from stagnant water, which turns into mold. To track the source, look for water leaks in the roof, foundation, around sinks and other piping.

Here are other ways that your sense of smell can sniff out trouble:

- ▶ **The smell of oil.** If your heating oil system has been maintained properly, you should never smell fuel oil. An oil smell could be caused by a leak, burner troubles, a heat exchanger failure or exhaust system problems. Schedule service as soon as possible to correct this situation.
- ▶ **Combustion odors when your heat is on.** This rarely happens, but if a fireplace or exhaust fan is running at the same time as your oil burner, it can produce this type of odor. That's because, instead of combustion gases being expelled from the home, a **backdraft** is pulling combustion gases **into** the home. Another possible cause is an obstructed chimney or vent.



Seeing Is Believing

If you see icicles hanging from your roof, you could be facing double trouble. First, there's the safety risk of icicles falling and injuring someone.

Second, icicles usually mean that your home is losing heat through your attic. Icicles form when a roof has "hot spots" caused by escaping heat. Water from the melted snow trickles to colder spots on the roof and freezes. The water that drips over the eaves turns into icicles.

Eventually, any water that gets trapped behind these mounds of ice can seep into your home, resulting in potentially costly repairs.

The solution is to seal air leaks in your attic and then improve the insulation. These steps will lower your heating costs and reduce cooling bills in the summer, too, because your attic will retain less heat.



Reach Out and Touch

If your heat is on but one or more of your heating outlets—baseboards, radiators or registers—feel cold to the touch, do the following:

Registers: If you have a warm-air furnace, this is where the heat is released. Make sure that all the registers are fully open and not blocked with furniture or rugs.

Radiators: Boilers send heat into radiators. First, ensure the valves are open. If that's not the problem, you may have to "bleed" the air out of the radiators so the heat gets through.

Baseboards: Boilers supply heat through baseboards, too. See if the damper is open and vacuum out dust from the inside. Make sure that rugs and furniture are not obstructing heat flow.

More Than a Feeling

Your morning routine can be ruined in a hurry if your hot shower turns cold!

Running out of hot water is one of the signs that your water heater is beginning to fail. Other trouble signs include leaks from your storage tank or rusty tap water. (A water tank rusts from the inside out.)

If you think your water heater is wearing out—the average water heater lasts anywhere from 7 to 13 years—please look into your replacement options, especially with oil heat, one of the most efficient ways to heat your water.

If you have a heating oil boiler, one great option is an indirect-fired water heater, which connects to your boiler. Anytime your boiler is heating your home, your indirect water heater works for free. A traditional stand-alone water heater, like a natural gas or electric unit, must always keep water heated in the storage tank. Over time, that can waste a lot of energy—and money.





how a service plan saves you money

With inflation driving up costs everywhere you look, our service plan has become an even more essential way to save money and avoid big, unexpected bills.

How important is a service plan? Consider the story of one of our customers, Sally R. from Stamford, CT. Hoping to save money, she decided not to renew her service plan last spring.

As (bad) luck would have it, Sally lost her heat in December. Our technician determined that the fuel



Dwight Eisenhower
service dispatcher

pump and transformer had both failed and needed to be replaced.

Had Sally kept her service plan, this repair would not have cost her a penny! That's because both our service plans cover these specific parts and repairs. Instead, Sally had to pay \$600 out of pocket for the repairs.

Don't let this happen to you! If you don't have a service plan, please visit our website to see what coverage we provide and then contact us to request enrollment.

convenient, easy and paperless!

As the saying goes, if it ain't broke, don't fix it. Well, that doesn't always hold true. Mailing checks to us still works, but there's an easier way—and it will save you time and money.

With our increasingly popular **AutoPay** program, your payment can come straight from your bank account or credit card. You can also opt to receive statements via email (E-billing), which makes organizing your receipts much easier than doing things the old way with printed mail.

With **AutoPay** and E-billing, you'll:

- » enjoy increased convenience.
- » save time.
- » reduce paper clutter.
- » save money on checks and stamps.

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



Sean Lytle
operations manager



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



PRESORTED
STANDARD MAIL
U.S. POSTAGE
PAID
DG3

please help our drivers



Remember to keep the path to your oil fill pipe clear by removing any obstacles.

If a lot of snow has fallen, please shovel a path to the tank whenever possible. We also ask that you please clear ice and snow from the driveway and mark its edges. This helps our drivers navigate driveways, especially steep ones.

Our drivers appreciate your help!



all fired up

Dominic Falcone, our service manager, fired up his grill and cooked BBQ favorites for our hard-working team. It was Dominic's way of saying thank you in anticipation of our crew coming through for you once again during another challenging winter season.