PERSONALLY SPEAKING

coming through for you when it counts

Dear Friends,

Richard C. Bologna

We just went through one of the coldest winters in years, filled with extremely low temperatures, strong wind gusts, ice and snow. With all this behind us now, we want to give a big thank you to our customers and a shout-out to our amazing team of employees.

For our customers, thank you for your patience and understanding as we worked to take care of everyone. Our requests for fuel deliveries and emergency heating service really skyrocketed this winter.

During the month of January, our normal number of phone calls increased by 25%, deliveries by 28% and service calls by 40%. But we took care of every customer who needed help—even if it took a bit longer than we would have liked.

Of course, our commitment to being there when it counts and delivering on our promises is the reason why thousands of customers put their trust in us.

As for our service and delivery team, they were simply incredible. Many of them worked six or even seven days a week when the weather was at its worst and requests for service were at their peak. We salute them all for their heroic efforts! Please see the article on Page 3, *The Wintry Weather Team Who Keeps You Warm,* to read more about how they came through in difficult conditions.

Warmly,

Richard C. Bologna

Richard C. Bologna

how do monthly budget plans work?

Before we set you up on our **EvenPay** monthly payment plan, we look at your annual fuel usage from the last couple of years and multiply that number by the projected prices for the heating season. Then, we divide that total by up to 11 months, depending on when you enroll. Doesn't that sound better than paying us in full every time we make a winter delivery?

In the end, you pay only for the fuel you received on the day it was delivered—not a cent more.

If your actual fuel costs are a little higher or lower than we estimated, we'll make the necessary adjustments during the heating season. We never want you to worry about having to pay a large outstanding balance at the end of the program year.

There is absolutely **no cost** to enroll in this program. If you have a **service plan,** we can roll its annual cost into your monthly payment schedule. You can also make easy payments by credit card through our **AutoPay** program.

Please call or contact us through our website if you would like to enroll in EvenPay and remove the worry of high winter heating bills.

IT ISN'T ALWAYS EASY, BUT OUR DRIVERS GET THROUGH TO MAKE A DELIVERY WHEN YOU NEED IT THE MOST. STAY WARM WITH WESTMORE!

OSPR25-18514

Oil Heat Moves Closer to Net-Zero Emissions

A Bright and Cleaner Future for All

A blend of ultra-low-sulfur heating oil and renewable biodiesel, Bioheat® fuel is not only helping to reduce carbon emissions right now, but it will keep reducing emissions even more in the years ahead. Eventually, it will evolve into **B100** Bioheat fuel, an all-biodiesel home heating fuel that will provide us with net-zero carbon emissions.

We're getting there. Recent data have shown that the oil heat industry far surpassed its first greenhouse gas (GHG) reduction goal. Instead of achieving just a 15% reduction by 2023, the industry has achieved a nearly 26% reduction in GHG emissions!*

This progress toward the goal of net-zero emissions will continue for a number of reasons, including:

- more energy-efficient heating oil equipment.
- the commitment by heating fuel companies to transition their product to renewable Bioheat fuel.
- oil burners and heating systems that are certified for blends of up to 100% biodiesel (B100).

Bottom line: heating oil will continue its role as a leader in carbon reduction, providing a brighter and cleaner future for customers who rely on this increasingly green and low-carbon fuel for their home heating.

Please visit **MyBioheat.com** to find out more about Bioheat fuel and the future of oil heat.

*Source: https://oilandenergyonline.com/articles/all/heating-oil-industry-track-achieve-net-zero-emissions-2050/

The widespread use of Bioheat® fuel will keep reducing emissions every year as we move further along the path to net-zero carbon emissions.

How Is Biodiesel Made?

Biodiesel is generally produced from recycled and agricultural byproducts, including used cooking oil, animal fats, inedible corn oil, soybean oil and canola oil. This puts excess oil and fats that would otherwise be discarded to good use.

Food is never sacrificed for fuel in the production of Bioheat® fuel. Bioheat fuel is also sourced and produced in the United States, supporting local farmers, local industries and local economies.

Why Bioheat® Fuel Is Better for Your Home

Heating oil systems get your home warm faster and more efficiently than natural gas or electric heating systems because of heating oil's higher BTU content. And thanks to Bioheat fuel, a good thing has become even better.

The biodiesel in Bioheat fuel is a gallon-for-gallon substitute for petroleum-based heating oil, which has a higher carbon intensity. By 2030, it's estimated that biodiesel will displace 529 million gallons of heating oil.

Because it is cleaner-burning than all-petroleum heating oil, Bioheat fuel leaves fewer deposits on your system's internal parts. That helps to reduce wear and tear, meaning you will likely have fewer breakdowns and a longer life expectancy for your heating oil boiler or furnace.

And while Bioheat fuel can do all of this, it basically functions the same way that conventional No. 2 heating oil does. That's why you don't need to modify your heating oil system in any way to use Bioheat fuel.

The Best Time to Replace an Oil Tank

While you can replace a heating oil tank at any time of year, the warm weather months are the ideal time to upgrade since it will cause as little disruption as possible. And since this is the off-season for heating equipment service, it will be much easier to get an appointment that is convenient for you.

If your oil tank has reached its life expectancy (30 years), it's time to check out your replacement options. If your tank was installed decades ago, its vent piping is also out of date because its diameter is too small. Decades ago, our fuel hoses only had the capacity to pump 40 gallons of heating oil per minute into your tank. Today, that pumping capacity has increased by 50%, and so has the typical size of modern vent piping.

Today's heating oil storage tanks are far ahead of old models because their features include:

- sleek designs
- double-wall construction that includes an outer tank of corrosion-resistant galvanized steel
- leak-detection systems
- long-term warranties
- the capability of being installed in small or unusually shaped spaces

Contact us to learn more about your tank replacement options.

The Wintry Weather Team Who Keeps You Warm

Our delivery drivers and service technicians were out in full force this winter to keep your neighbors safe and warm. Perhaps they visited your home along the way, too!

Many of them worked six or even seven days a week when the weather was at its worst. They were on the road in very challenging conditions, missing family dinners and school events so they could be there when our customers needed them the most.

They kept their composure, supported each other and, most of all, kept people warm when the outdoor temperatures were dangerously low.

They say, when the going gets tough, the tough get going. Well, our team is the absolute toughest. We salute them all for their heroic efforts!

Westmore FUEL CO., INC

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914-939-3400
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how to prevent fuel runouts

Over time, we need to fine-tune our automatic delivery algorithms to make sure you always have fuel when you need it, especially if we're dealing with the latest polar vortex.

Below are the changes in your household that can affect how much heating oil you use:

- If the number of people in your home has grown in the past year, such as a new baby, relatives moving in or adult children returning from college.
- If you used to go away for winter but no longer do.
- If you now use an ancillary heat source in place of your furnace or boiler when it's mildly cold.
- If you recently completed construction and increased your living space.

If any of these changes apply to your home situation, please let us know.

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

PRESORTED
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U.S. POSTAGE
PAID
DG3

avoid heating mistakes

Here are a few tips from our team to help you avoid problems and save money next winter:

- **Don't set your thermostat below 60°F when you're away from home.** Using an extra amount of heating oil during this time is much less expensive than repairing the damage from frozen pipes.
- **Don't skimp on using heating oil when you really need it.** If your home gets too cold, the recovery time to warm it up again will cause you to use more heating oil than you should.
- **Don't use your fireplace to try to save on heating oil.** A traditional wood-burning fireplace will create a draft that draws heat from your house and sends it up the chimney. It's estimated that only about 10% of the heat produced by your fireplace stays in your home.

commercial customer corner

For nearly 20 years, Adelphi Auto Works in Harrison, NY has provided a range of expert services for consumers seeking reliable auto body or auto glass repairs.

Owner Craig Faillace relies on Westmore Fuel to keep his business both warm and functional through timely deliveries of our B20 Bioheat® fuel. This is particularly vital for Adelphi's painting booth, where the drying system needs to reach temperatures of 130° to ensure the highest quality paint finish.

Partnering with Westmore Fuel also enables Adelphi to save money since it qualifies for New York State's 20-cents-per-gallon tax credit on B20 Bioheat fuel.

"Westmore Fuel is a local business that I can rely on to always be there when I need them," said Craig. "If I have an emergency, I know they'll be here within a couple of hours, not a couple of days. I also appreciate the fact that they're helping me save money with the New York State tax credit for using B20 Bioheat fuel."

Please visit **AdelphiAutoWorks.com** to learn more about the business.