

# HouseCalls

from **Westmore**  
FUEL CO., INC

## PERSONALLY SPEAKING

### going above and beyond with Bioheat® fuel

Dear Friends,

**Recently, I participated in an episode of Mission Possible**, a podcast produced by the Connecticut Energy Marketers Association (CEMA). Under the topic “How Greener Home Heating Is Happening Now,” I shared with listeners the groundbreaking efforts Westmore Fuel has made to reduce greenhouse gas emissions through our delivery of **Bioheat® fuel**.

It's not like we jumped on any clean energy bandwagon in the last few years. We've been blending biodiesel with traditional No. 2 heating fuel since 2008, well ahead of industry trends.

We're proud to deliver **B20 Bioheat Plus® fuel**, which is a blend of 20% biodiesel made from the husk of soybeans and 80% ultra-low-sulfur diesel. By delivering Bioheat Plus fuel, we provide customers with a cleaner-burning fuel that significantly reduces carbon emissions.

This represents a practical alternative to the costly forced electrification that government leaders in New York and Connecticut continue to pursue—at half the cost.

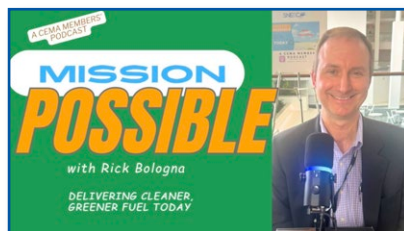
The podcast also enabled me to highlight my personal connection to the community and the customer-first philosophy that has defined Westmore Fuel for nearly a century.

With three generations of service to stand behind, Westmore Fuel continues to lead by example. We offer practical, renewable solutions today while building toward a more sustainable tomorrow. All the while, we stay true to our deep community roots.

Warmly,

*Richard C. Bologna*

Richard C. Bologna



Listen to the  
**Mission Possible**  
podcast with  
Rick here:



### from our family to yours

**Many of you have told us** how much you appreciate doing business with a long-established, family-owned and operated local company like ours.

Westmore Fuel customers like seeing technicians and drivers they've known for years visit their homes to work on their heating systems and fill up their fuel tanks. They know they can count on seeing them again if they ever have an after-hours, no-heat emergency.



Just imagine the disappointment people in our area feel when large corporations swallow up their local, family-owned heating fuel companies. Those customers sense a great loss, especially when it comes to the personal quality of service that family-owned companies like Westmore Fuel are so proud to provide.

We owe a big debt to the dedicated members of our service team who make this personal service possible. With another heating season upon us, you can trust they will be there when you need them. Winters are tough, but so are they.

### always in training

**Westmore service technicians** remain the best in the business because we make it a priority to update their knowledge and skills regularly. This allows them to stay on top of new developments in heating technology.



**Michael J. Magnone from R.W. Beckett visited the Westmore Fuel office in June to discuss the evolving demands of modern equipment like fuel burners, including the shift toward supporting more sustainable fuels.**



# Relax More, Worry Less

We always have your best interests at heart! To reinforce this, we've shared tips for staying safe and comfortable while saving money. We hope this advice helps you to relax more—and worry less.

## Stay with Someone You Trust

**The heating season can be stressful at times.** Our job is to keep you and your family warm and safe while eliminating any unnecessary worries.



For example, we accelerate our delivery schedule to fit in extra deliveries ahead of winter storms and put extra staff on duty to handle increased call volume. Of course, our fleet is winterized for the cold weather. And we always have plenty of heating fuel available for the cold months ahead.

And most importantly, **we are always on call** to dispatch a service technician to you at any time—24/7.

Not every heating oil company can provide true around-the-clock equipment service like this. We've built a reputation for being there for our customers time and again throughout our many years in business.

The fact is, some fly-by-night companies may try to attract customers by offering the latest “great deal.” But is that worth putting your comfort at risk when everything freezes over? Instead, stay with a company that you can feel completely confident about. Whatever your needs are this season, our team is ready to make your life a little easier—and less stressful.

## Repair or Replace: Which Is Better?

**If your heating oil boiler or furnace is 15-20 years old,** consider replacing it soon. The performance and reliability of heating equipment typically deteriorates over time. Just like computers and smartphones, heating equipment technology becomes outdated as the years go by.

With better technology, a new high-efficiency heating oil system can often pay for itself within a relatively short period of time with the money you save each year on heating costs. After that, you can start adding up all your energy savings!

At minimum, a new system should help you **save up to 20% on your annual heating spending.** If you significantly improve your system efficiency, savings can be even higher. Your home will feel more comfortable, and you'll also save on repairs because you'll minimize the potential of a system breakdown, a common problem with old systems.

Please reach out to us to find out more about the many benefits of upgrading your heating system.

## How Much Oil Will You Use Every Day?

**Many factors affect your fuel use,** including the weather, 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.

With that said, here are a couple of examples of how much oil you can expect to use each day:

- If the outdoor temperature averages about 32° over a 24-hour period, a typical 2,500-square-foot house will burn about six or seven gallons of heating oil per day.
- If the average temperature is 40° the next day, the same house will probably use a little under four gallons during that time.

If you're tired of worrying about how much oil you have left in your tank, please switch to our free automatic heating oil delivery service. We apply predictive algorithms based on the weather and your home's unique pattern of use so you can feel confident that you'll always have enough oil in your tank.

## Safety Corner

**You can feel better knowing** that if your oil burner ever malfunctions, the safety devices in the unit will typically shut the furnace or boiler off.

Plus, you will usually see smoke coming out of your boiler or furnace as a clear warning sign. In contrast, a gas heating system usually does not produce a visual warning sign if there is a carbon monoxide (CO) problem.

However, this doesn't mean you shouldn't have CO detectors placed around your home.

That's because there are various other reasons for carbon monoxide leaks within a home, including:

- ✓ operating unvented appliances for long periods of time.
- ✓ backdrafts caused by pressure imbalances near the heating system.
- ✓ leaving a vehicle idling in an attached garage.
- ✓ running a gasoline-powered generator in a basement or attached garage.
- ✓ a blocked flue.

Please contact us if you have any safety concerns.



## Get Your Hot Water Back

**If it's taking longer to heat water,** the water doesn't get as hot as it did before or you just keep running out of hot water, these are signs that you are ready for an upgrade.

Please speak with us about your options for oil-fired water heaters. After installing one, you will benefit from low-cost access to virtually unlimited amounts of hot water.

That's because new units “recovery rates” are as high as 120 gallons per hour. (Recovery rate measures how many gallons of water can be heated in an hour.)

This will give you plenty of hot water for the whole family—something that less efficient gas and electric water heaters usually cannot provide.





## 3 ways to reduce winter worries

**While we cannot control** what happens with fuel prices or the weather, we do have some tips for making the heating season less stressful. Here are three ways to do it:

1. Enroll in **EvenPay** at no cost, and we'll divide your total fuel bill into manageable monthly payments through June 2026.
2. Make easy payments by credit card or checking account through our **AutoPay** program. Save money on stamps and checks and end your worries about late payments.
3. For even more convenience, choose our **paperless billing** option. We'll send you a statement by email. No more lost bills, and no more wasted paper!



## smart heating upgrade delivers big energy savings

**When a Greenwich, CT, homeowner** approached Westmore Fuel about lowering his fuel use, Service Manager Dominic Falcone delivered a game-changing solution. Though the customer's old system still worked, his focus was on energy savings and long-term value.

Dominic recommended installing a high-efficiency **Energy Kinetics System 2000 boiler**—known for cutting energy use by up to 40%. But this project called for more. The final design included a twinned boiler system with lead/lag tekmar control, a radiant buffer tank and a direct hot water storage tank.



This setup allows one boiler to meet heating demands initially, and, if more power is needed, the second kicks in. The result? Maximum efficiency with minimal fuel waste.

Energy Kinetics' low-mass technology and thermal purge system ensure no energy is wasted in the boiler. Combined with their advanced water tank design, the homeowner can expect up to 10% annual fuel savings beyond the boiler upgrade alone.

"This solution offers an impressive return on investment, lower emissions and unmatched comfort," Dominic says.

By leveraging cutting-edge tech and deep expertise, Westmore Fuel delivered exactly what the customer wanted—and more.



P.O. Box 5236 • Greenwich, CT 06831

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



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

## bilingual customer care

**Hablamos Español: Here to Serve Our Community**

Proudly serving a diverse community, including the 25% of our service area who identify as Latino, our team is dedicated to providing exceptional service. The Customer Care team, pictured here, is fluent in Spanish and ready to assist customers for whom English may be a second language.

*Nos sentimos honrados de contar contigo como cliente. Gracias por ser parte de nuestra comunidad. Estamos aquí para responder tus preguntas.*



**From left: Doris DaSilva, Sales Customer Care; Michelle Alvarez, Customer Care; Ruben Pachon, Customer Care Manager; and Carmen Bueno, Credit Customer Care.**