

HouseCalls

from **Westmore**
FUEL CO., INC

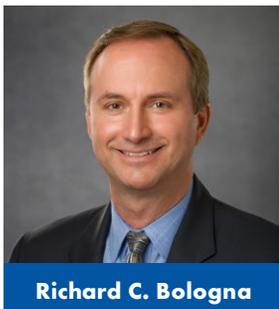
PERSONALLY SPEAKING

committed to your comfort

Dear Friends,

Our goal is to get better at taking care of our customers every day. We sincerely want to

provide you with the best service that's humanly possible, whether it involves replacing your old heating system with a new high-efficiency model or simply answering your questions over the phone with the utmost courtesy and respect.



Richard C. Bologna

That's why we recently invited you to participate in a short customer survey to better understand what's important to you. I was especially pleased to find out how much you appreciate our commitment to the environment with our B20 Bioheat® fuel deliveries. You also brought a smile to my face when I saw how important our brand of **personal service** was to many of you. Please see the article on this page to read more about what we learned from our survey.

To sum up, your experience with Westmore Fuel means everything to us. As a third-generation, family-owned business, we've always built our reputation on listening to our customers and striving to deliver dependable, personal service, season after season.

Our responsiveness, our care, and our reliability are the qualities that set us apart. Whatever challenges the new year brings, you can be confident that we'll be here, ready to help whenever you need us.

Warmly,

Richard C. Bologna

survey results: key takeaways

Hundreds of customers responded

to the short online customer survey we sent a few months back, which was exceptional.

Thank you to everyone who took the time to share their feedback. We also thank you all for trusting us with your home comfort. Serving you isn't just our job. It's a privilege we never take for granted. Here are the findings from the survey:



› How long have you been a customer?

More than half of the respondents (53%) have been Westmore customers for over 10 years, indicating a highly loyal customer base. *Thank you!*

› Are you aware Westmore delivers B20 Bioheat® fuel?

Awareness of our B20 blend of Bioheat fuel is very high, with nearly 93% of customers confirming they are aware we deliver this renewable heating fuel.

› Bioheat fuel reduces carbon emissions: how much do you care about this?

On a scale of 1-5, a wide majority of customers (79%) rated the importance of Bioheat fuel's environmental advantages as either a 4 or 5, showing strong appreciation for this benefit.

› What is the reason you buy from Westmore?

By far, **personal service** was the main reason customers continue to do business with us, accounting for nearly half (46%) of all responses. Other popular responses included **overall reputation** (21%) and **competitive prices** (12%).

survey winners

To show our appreciation for your time, we entered all survey participants in our drawing for free heating oil. Here are our three winners, whom we picked at random:

- 🏆 **1st Prize: \$300 of free oil:**
Joan B. from Greenwich
- 🏆 **2nd Prize: \$200 of free oil:**
Steven T. from Mamaroneck
- 🏆 **3rd Prize: \$100 of free oil:**
Anthony P. from Valhalla

REVEALING THE SECRETS TO A WARMER, SAFER HOME

What's the Best Temperature Setting When It's Cold?

Every winter, families face the great thermostat debate: what's the lowest setting that keeps you comfortable **and** saves money? There's no one-size-fits-all answer, but the U.S. Department of Energy (DOE) suggests a simple strategy:

- ⚙️ **68°F** while you're home and awake
- 🌙 **Around 60°F** while you're asleep or away

Just don't drop below 60°F—you could risk frozen pipes.

Why You Save

According to the DOE, lowering your home's indoor temperature slows heat loss. The longer your home stays cooler, the less energy it consumes, which means more savings for you.

In fact, reducing your thermostat by **7°–10°F** from its normal setting for eight hours a day can cut annual energy costs by up to **10%**.

TIP: Install a smart or programmable thermostat to automatically manage temperature settings. It's comfort and savings made easy.



Team Up with Us for Safe Winter Deliveries

Winter weather can make fuel deliveries challenging, but with your help, we can keep things running smoothly and safely. Here's how you can assist our drivers during the busy, snowy months:

- ✓ **Clear the way:** Shovel a path to your fuel tank or oil fill pipe and remove any obstacles.
- ✓ **Mark underground tanks:** After heavy snow, clear around your tank and place a flag or marker so it's easy to find.
- ✓ **Keep driveways safe:** Plow and salt your driveway so our trucks can maneuver safely.
- ✓ Secure your pets so they don't interfere with our driver during the delivery process.
- ✓ If your heating needs have changed (new family members, home additions, etc.), let us know so we can adjust your automatic delivery schedule.

Other helpful tips

- ✓ Let us know if you've switched fuels or relocated your tank/fill pipe.
- ✓ Remember to unlock any gates that provide access to your property and make sure snow doesn't block us from opening them.



With your support, we can ensure timely, safe deliveries for you and your neighbors all winter long.

Every year, we help customers uncover the secrets to better home comfort, from simple fixes to more complex upgrades. Our goal is to not only solve problems but help you avoid them!

Quick & Safe Fixes to Get Your Heat Back

If you wake up one morning to a cold home, follow this quick checklist before calling for no-heat service:

- ✓ Check to see if you have enough heating oil in your storage tank.
- ✓ Ensure the system's power switches are in the "on" position.
- ✓ See if a circuit breaker has been tripped.
- ✓ Make sure your thermostat is set above room temperature and to HEAT. Check the thermostat batteries also.
- ✓ If you still can't find the problem, press your system's reset button **once only**. Pushing it more than once could flood your system with oil and cause a costly repair.

If your heat still isn't working, please reach out to us.



Finding the Right Oil Heat System

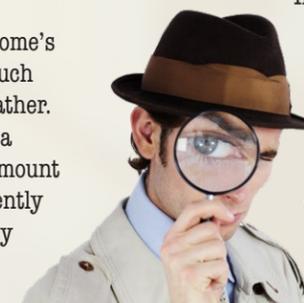
To recommend the ideal heating oil system for your home, we start by evaluating key factors—your insulation quality, home size and household occupancy.

From there, we calculate your home's heat load, which tells us how much warmth escapes during cold weather. With that knowledge, we design a system that delivers the right amount of heat at the right time—efficiently and affordably—so you stay cozy without breaking the bank.

Comfort + Savings, Done Right

If a contractor installs the wrong system or cuts corners during installation, you may face early equipment failure, poor efficiency and disappointing comfort.

When you choose us, you get experienced professionals who do the job correctly from the start, including fixing existing issues like leaky ductwork. The result? Lower energy costs, dependable warmth and a system that performs beautifully for years to come.



Keep Your Heat Running Safely

A warm home should also be a safe home. Here are some important safety reminders:

- 🔥 Keep the space around your heating equipment **clean and uncluttered**. Never store boxes, rags, paint, gasoline or any other flammable materials near your furnace.
- 🔥 Inspect the **air filter** in your furnace a few times this season and replace/clean it as needed for better efficiency and comfort.
- 🔥 Heating systems require **proper airflow** to operate safely. Be sure outside vents are free of snow, ice, leaves or other debris. If you spot a blockage, use a broom (not a shovel) to clear the area gently and avoid damage.
- 🔥 Carbon monoxide and smoke detectors are essential. **Check the batteries** and confirm they're working properly.
- 🔥 If your heating oil system needs attention, **don't try to fix it yourself**. Our certified technicians have the training, experience and specialized tools to diagnose and repair oil heat equipment safely and correctly.



enter our long-term customers contest and win

Thanks to our survey, we know many of our customers have been with us for 10 years or longer. But it started us to thinking: what customers have been with us the longest?

We want to give these customers something big to celebrate.

If you enter our Long-Term Customers Contest and share something about your experiences with us, we'll enter you in a drawing to win one of the following:

- **Grand prize:**
\$300 account credit
- **2nd prize:**
\$200 account credit
- **3rd prize:**
\$100 account credit

Please share your thoughts and memories by going to **WestmoreFuel.com/CustomerContest** and submitting the form there by **March 15, 2026**.

We look forward to hearing your stories and celebrating our many years together!



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 2025 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 read more about our clean-burning heating fuel.



P.O. Box 5236 • Greenwich, CT 06831



PRESORTED
STANDARD MAIL
U.S. POSTAGE
PAID
DG3

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

why our technicians are tops

Westmore technicians remain the best in the business

because we always reserve time to regularly update their knowledge and skills. This allows them to stay on top of new developments in heating technology, troubleshooting techniques, and much more.

As an example, Mark Santangelo from Energy Kinetics visited our team in October to lead a refresher course on the System 2000 heating system, which has helped our customers conserve a lot of fuel—in most cases, **enabling one less delivery per year**—after they upgraded their old boiler. Contact us to request a free estimate today.

A new boiler is more affordable than you may think! Westmore Fuel partners with the National Energy Improvement Fund (NEIF) to make upgrading easier. NEIF offers flexible **EnergyPlus financing** with 3-, 5-, and 10-year loan terms available for qualifying purchases through approved contractors like us. Even better, NEIF does not run credit checks, so your credit won't be affected. Please visit our website to learn more about NEIF financing.



Westmore employees taking the Energy Kinetics refresher course.