

HouseCalls

from **Westmore**
FUEL CO., INC

PERSONALLY SPEAKING

a winter we won't forget

Dear Friends,

Nothing matters more to us than your comfort and safety. This past winter truly put that commitment to the test. It was one of the coldest seasons in recent memory, with temperatures well below the 10-year average. That meant more deliveries, heavier fuel usage and a sharp rise in heating system breakdowns.



Richard C. Bologna

The demand was extraordinary. During the first full week of January, we averaged 201 inbound calls per day. By the second week of February, that number had surged to 626 calls per day, a 211% increase. Many of those calls came from non-customers whose fuel providers were no longer responding.

Extreme weather also created unavoidable delays. Snow and ice made travel difficult. Unplowed driveways and walkways sometimes forced us to return later. These conditions slowed deliveries and, unfortunately, led to injuries among some of our drivers, further impacting our efficiency.

On the supply side, icy river conditions made it challenging to bring oil barges to our terminal. We even had to pay to use icebreakers to keep the fuel moving.

Through it all, our team showed incredible dedication, working six to seven days a week to keep customers warm. We are deeply grateful for their efforts and for your patience during such a demanding season.

We're already reviewing what we learned and making improvements to serve you even better next winter. For now, let's all enjoy the warm weather.

Warmly,

Richard C. Bologna

Richard C. Bologna

why electric heat gets so expensive



While heating oil prices can spike during global events, they often settle down over time. Electricity costs, however, have been steadily rising and may remain a long-term concern.

This is especially challenging for households that rely solely on electric heat pumps. When temperatures fall below freezing, many heat pump systems struggle to keep up. Households can feel chilly, and their energy use climbs fast.

The reason is simple. In very cold weather, heat pumps often need to switch to backup electric heat strips. These systems can use **three to four times more electricity** than the heat pump itself. Some call it "toaster heat" because it consumes so much power, quickly driving up utility bills.

Heating your home with oil gives you a reliable alternative. Oil boilers and furnaces deliver consistent warmth in the coldest conditions—even if we need to deal with occasional short-term spikes in heating oil prices.

lower heating costs by up to 40%

Here are three reasons why we always recommend the **Energy Kinetics System 2000 Boiler** as a replacement system whenever it's a viable option. The System 2000 boiler:



- ✓ is one of the most **energy-efficient and clean-burning** heating systems on the market today.
- ✓ can lower annual heating bills by as much as **40%**.
- ✓ has a **30-year lifecycle**, designed to optimize comfort, savings, serviceability and overall performance.

Please reach out today and ask us for a **FREE** estimate.

Oil: The Feel-Good Fuel for Your Home

Heating oil efficiently warms your home and heats your water, helping you enjoy greater comfort, energy savings, and peace of mind.



Oilheat Is Here to Stay

Today's oilheat is clean, efficient, and dependable. With Bioheat® fuel and high-efficiency equipment, homeowners can reduce emissions while enjoying reliable comfort. If you're considering an upgrade, ask about modern systems, rebates, and incentives that can make the investment even more affordable.

Remember, when winter is at its worst, oilheat is at its best!

Should I Insulate My Water Heater?

Here's good news: if your water heater was manufactured in 2004 or later, it likely already has enough built-in insulation to prevent meaningful heat loss. The U.S. Department of Energy states that storage tanks with a thermal resistance rating of R-24 **don't require** any added insulation.

Not sure of your tank's rating? There's an easy test: touch the surface of the tank. If your water heater doesn't feel warm, adding insulation won't improve efficiency.

While electric water heaters tend to be the focus of most insulation discussions, oil-fired (and gas) water heaters are more challenging to insulate properly. And in most cases, they don't need it anyway unless they're extremely old.

Replacement Is the Real Solution

Water heaters with storage tanks typically last 7 to 13 years. Once your system passes that window, efficiency decreases, repair costs increase, and insulation won't solve those issues.

If your water heater is approaching (or well past) that age range, you've gotten your money's worth. A replacement is

the smarter, safer investment. Please contact us about your options for new, high-efficiency oil-fired water heaters.

Leave Insulation Work to a Professional

If you still want to explore insulating your tank (or any exposed copper piping connected to it), it's important to continue cautiously. Over the years, our technicians have seen numerous DIY insulation projects go awry – everything from covering critical valves to creating fire hazards. A trained plumbing or heating professional can complete any modifications safely and correctly.

But for most homeowners, a better long-term approach is upgrading to a modern, high-efficiency system that reduces wasted energy from the start.



Five Easy Oil Tank Tips You Should Know

Heating oil tanks are built to last for decades, especially with basic care. These simple steps can help prevent problems and extend your tank's life:

- 1. Don't let your tank sit empty.** An empty or nearly-empty allows condensation to form, which can lead to corrosion and sludge buildup. Keep at least a partial fill year-round, or enroll in automatic delivery so you never have to worry.
- 2. Watch for leaks.** Periodically check the tank, lines, valves, and fittings for signs of oil or rust.
- 3. Check the tank supports.** Make sure your tank sits level on a stable surface. If the legs or base look compromised, schedule a professional inspection.
- 4. Look for surface damage.** Dents, stains, tilting, or settling can signal trouble ahead.
- 5. Keep the fill pipe clear.** Make sure it's easy to access year-round so deliveries can be safe and efficient.



Unmatched Heating Power

When it comes to raw heating energy, oilheat is tough to beat. A single gallon of heating oil produces nearly **140,000 Btu**, delivering more heat per unit than electricity, propane, or natural gas. That higher energy density means your home warms up faster and stays comfortable longer, especially during extreme cold.

According to the U.S. Energy Information Administration:

- Electricity = 3,412 Btu per kWh
- Propane = 91,452 Btu per gallon
- Natural gas = 100,000 Btu per therm
- Heating oil = 138,500 Btu per gallon

Simply put, oilheat means you use **less fuel but get more heat.** That efficiency can translate into real savings when your system is working hardest.



Safety You Can Rely On

Heating oil is one of the safest fuels available. It won't explode, isn't stored under pressure, and is safely contained on your property – so you're not dependent on utility pipelines or the electric grid.

Modern oil systems also include multiple safety controls that shut the system down automatically if a problem is detected, helping reduce the risk of carbon monoxide issues. Combined with professional delivery and expert maintenance from us, oilheat offers peace of mind all winter long.



Technology That Works Smarter

Oilheat technology has advanced dramatically.

Modern systems can use **up to 40% less fuel** than older models, thanks to improved burners, controls, and heat exchangers.

A major innovation is **Bioheat® fuel**, a blend of ultra-low-sulfur heating oil and renewable biodiesel. It burns cleaner than traditional heating oil, helping to:

- Improve system efficiency
- Reduce wear and tear
- Lower the risk of breakdowns
- Extend equipment life

Best of all, Bioheat fuel works with your existing system with no modifications required.

Today's high-efficiency boilers and furnaces are compact, quiet, and powerful. Many feature outdoor reset controls that automatically adjust fuel usage based on temperature, along with variable-speed motors that use significantly less electricity and deliver more even, consistent heat throughout your home.



EvenPay Q&A

Q: How does your EvenPay plan work?

A: 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 even monthly installments, depending on when you enroll. July is the month we reconcile your account before the next program year begins.

Q: What if my actual fuel costs are a little higher or lower than you estimated?

A: We'll make the necessary adjustments during the heating season, which we did this past winter. We never want you to worry about having to pay a large outstanding balance at the end of the program year.

Please call or contact us through our website if you would like to enroll this year.

There is **no cost** to enroll in EvenPay.



our Long-Term Customers Contest winners!

Thank you! We were overwhelmed by the response to our contest and felt both humbled and honored by all the kind words you had for our team. Here are the three winners we selected at random from among the many submissions.



Grand Prize Winner

\$300 Account Credit

Betsy and Jonathan H.
Customers since 1978

Here's part of what Betsy shared:

"Thank you for the fill-up this morning. I can always count on you keeping our house warm, especially now, in our difficult times, when my husband is ill, and I need to keep the house extra warm for him. Many thanks."



Second Prize Winner

\$200 Account Credit

James L.
Customer for 20+ years

Here's part of what James shared:

"I lost my heat once on a very cold night. But Westmore's technician, J.D., came out quickly, found the problem and got my heat going in no time. All my interactions with Westmore have been positive because they have good people working there. It's nice to know I can always depend on them for help."



Third Prize Winner

\$100 Account Credit

Joan B.
Customer since 1949

Here's part of what Joan shared

"I have 76 years of many fond memories. My parents bought the house in 1949, and we moved into a nice, warm home because of the coal you delivered. Our driveway was right next to yours in those days. When I got our oil furnace, Patsy was here before the installation crew arrived to make sure everything was good to go."



P.O. Box 5236 • Greenwich, CT 06831

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



PRESORTED
STANDARD MAIL
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