

# Warm thoughts

from MASS ENERGY

PERSONALLY SPEAKING

## investing in your comfort

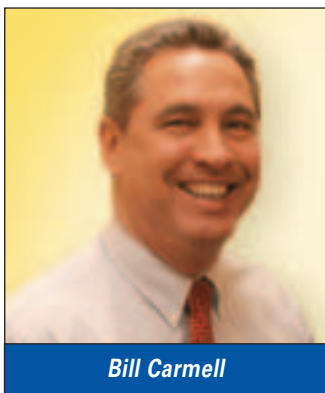
Dear Friends,

**A**s a proactive way to meet the challenge of providing excellent service to our customers, we have made a major investment in new technology.

This includes updating our service dispatch software to better track customer service, service calls, service dispatching and service history. Armed with this information, we can respond more quickly to inquiries or concerns you might have about your service or equipment.

Plus, if you're expecting a delivery, we can pinpoint our truck's exact location and give you an accurate estimate of its arrival time. We will also be able to implement a time stamp for each fuel delivery to help eliminate any errors.

Our updated software will allow us to use a bar code system too. That



Bill Carmell

way our drivers can be sure they are delivering the right amount of oil to the right place—every time.

Here's another benefit. We'll be able to allocate our technicians' time more efficiently and possibly provide more service visits in a day.

Looking ahead, you will soon be able to order fuel online, as well as pay your bills and track your oil use.

At Mass Energy, we're not just investing in new technology. We're

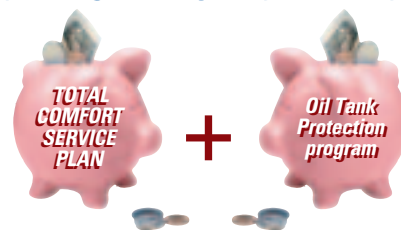
investing in your comfort.

Warmly,

*Bill Carmell*

Bill Carmell

## two ways to save thousands!



**T**wo things homeowners in our area worry about every winter are an unexpected breakdown of their heating system and a leak in their oil tank.

Not only do equipment breakdowns or tank problems mean unwanted discomfort and stress, but they usually result in unplanned expenses too.

Well, for just pennies a day, you can end those worries forever. Our **Total Comfort** service plan covers the cost of repairing just about anything that can go wrong with your boiler or furnace.

And for *less than \$50 annually*, our **Oil Tank Protection** program protects you against the high cost of replacing a leaking oil tank.

Call us today to find out more.

## trust us for superior service

**A**ny dealer can drop oil in your tank. What sets companies apart is service. Since our founding more than 59 years ago, we've always provided our customers with the best service and value in the area.

As a full service home comfort provider, we guarantee you a reliable

supply of fuel at fair prices, as well as superior, dependable technical support 24 hours a day, 7 days a week. Thanks to our merger with Sav-Mor Oil, our service department staff is one of the largest around.

And since our technicians are highly trained and fully certified, there are few problems they haven't seen



or handled. If you have an equipment failure, they can fix it in record time.

What's more, we know your equipment inside and out, including its quirks and idiosyncrasies. And we know how to keep little problems from becoming big ones.

So when other companies try to lure you with offers of low prices, remember this: We deliver more than fuel. *We give you superior service, unfailing reliability and peace of mind.*



# MASS ENERGY

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✓ you could save  
thousands of dollars

## don't miss out on savings and comfort

**W**hen heating equipment breaks down, many people opt for an inexpensive, quick fix, so they can get on with their busy lives. Although understandable, this short-term choice means missing out on these long-term benefits:

- ☀ savings
- ☀ comfort
- ☀ peace of mind



**Buderus**  
HYDRONIC SYSTEMS

Installing new equipment can eliminate the chance of a breakdown and the escalating repair costs of an aging system; replacing your old system can also reduce your energy use.

According to the Consumer Energy Council of America, the energy savings can be dramatic if your new

system is significantly more efficient than your present equipment.

Investing in a new system, like the ultra-efficient Buderus boiler, could cut your fuel use—and your energy bills—by as much as 30%, depending on the age and condition of your

present system. For the average oil heat user, that's a savings of hundreds of dollars.

### "smart" boilers save energy

One of the most cost-effective features of a Buderus boiler is the temperature modulating control. When temperatures are mild, this control reduces the operating

temperature of the boiler, thereby reducing your energy bill. In addition, this "smart" control eliminates room temperature fluctuations, greatly enhancing the comfort level in your home.

Getting a new, high-efficiency heating system is much like replacing an old black-and-white TV that has a fuzzy picture with a high-definition, surround-sound, flat-panel TV system.

### call us today

In most cases, our experienced installers can replace your system in just one day, so there is little inconvenience. We'll be happy to discuss your specific needs—with no obligation.

*Call us today to learn more about installing a new, high-efficiency heating system before the winter weather arrives.*

## HOW automatic delivery helps you

**W**hen you sign up for our FREE automatic delivery service, you never have to worry about running out of fuel because we know exactly when to fill your tank.

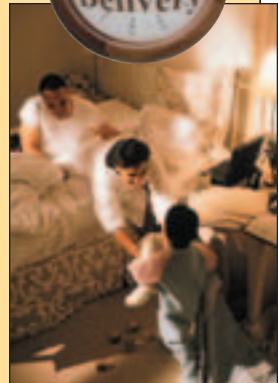
And we'll never deliver more oil than you've used because we can't put more fuel in your tank than there's room for. Full is full.

Automatic deliveries are based on the weather, scheduled routes and the amount of fuel each customer typically uses—never on the current price of oil.

Our system tracks your fuel use history and day-to-day weather conditions to determine when you're running low, and that's when we schedule your delivery.

We can adjust the timing or the amount of your deliveries. Plus, you can spread out your payments and eliminate big bills altogether with our budget plan.

To learn more about automatic delivery, please call our office today.



**Investing in a new system could cut your fuel use—and your energy bills—by as much as 30%.**