

Warm thoughts

from MASS ENERGY

PERSONALLY SPEAKING

quality service you can trust

Dear Friends,

There are many things to consider when choosing a fuel company, not the least of which is

“Will they be there for me when I need their assistance?” Our customers know firsthand that they can depend on us.

At Mass Energy, we have the resources and experience to save you money and ensure your comfort and safety. Keeping your business is important to us, so we go the extra mile for you—whether we’re delivering fuel, performing routine maintenance, providing around-the-clock emergency service or replacing an old comfort system.

We also offer innovative programs such as price protection to help you

manage your energy dollars.

For more than 70 years, we’ve been there for our customers—through economic downturns, energy price fluctuations, wars and other geopolitical challenges—and we look forward to serving you for many years to come.

Thank you for your trust. We hope to provide you with many more years of comfort and peace of mind. Please call us if you have any questions or concerns.



Bill Carmell

Warmly,

Bill Carmell

Bill Carmell

let us inspect your fuel lines

Some customers have been asking about a new law that concerns Massachusetts homes with oil-fired heating systems.

Effective Sept. 30, 2011, the new law requires that older unprotected oil lines to aboveground storage tanks be upgraded—either with a continuous nonmetallic sleeve or an oil safety valve.



As we perform service calls, we’ve been inspecting and, where necessary, making adjustments to fuel lines. This preventive measure will help homeowners avoid the damage and expense of a heating oil leak.

Give us a call if you have questions or want us to inspect your fuel lines.

what to do if you lose your heat

If you lose your heat, follow these steps before calling us.

1. **Check** the fuel level in your tank.
2. **Be sure** all emergency valves or switches are in their “on” or “start” positions.
3. **Check** fuses or circuit breakers.
4. **Make sure** the thermostat is set above room temperature and to heat.
5. **Press** the reset button on the burner, **ONCE ONLY**.

You can log on to MassEnergyOil.com/troubleshooting.php for advice. If you still can’t get heat after taking these steps, give us a call. We’re here 24 hours a day, 7 days a week.



SIGN UP for direct payments

Have you considered making payments with electronic funds transfer (EFT)? This will allow us to debit your checking account directly, which can be a great alternative to using a credit card. It ensures that you’ll never be late with a payment, and you’ll avoid finance charges too. Plus, EFT saves time, stamps and paper. Call us to enroll.



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✓ let us inspect
your fuel lines

✓ get price
information
online

giving you more control over your fuel price

At Mass Energy, we use technology to make your life less complicated and to help you make informed decisions. For example, you can go to our website for information about our price protection programs. You can log on to view the latest pricing and price cap information, and you can enroll at any time using the site.



daily price fluctuations

One thing everyone knows about oil prices is that they change every day. Our price cap ceiling also changes daily, so your ceiling cap price will go into effect the day you enroll.

You also have the option to choose the floating market rate, which is competitively priced based on a statewide average of retail prices.

Go to MassEnergyOil.com and log on to My Account to get started. If you don't have Internet access, you can visit our office or call us.

tech talk **Q&A.**

Q: *What safety tips do you have for customers with aboveground oil tanks?*

A: An especially important safety tip is to check the vent alarm. Insurance laws and fire codes require basement and outside oil tanks to be equipped with a working vent alarm, which prevents spills by letting the driver know when the tank is full.



Here are some other steps to take:

- Make sure the fill cap and vent cap are secured, and that they are not clogged or restricted.
- Look for leaks from tank fittings, filters, piping or the tank gauge, and check the tank seams for moisture.
- Inspect for signs of oil around the tank, fill pipe or vent lines.
- Check the condition of the tank's legs. The tank belly should not be touching the ground.
- Look for signs of corrosion. Painting the tank can prevent external corrosion.

buyer beware!

Each year, we see some pretty aggressive marketing from local heating oil companies. We hear about dealers who try to lure new customers in with "special" deals, only to renege on their promises later.

But when you're a Mass Energy customer, you can always count on us to honor our commitments. We play it straight with you—whether we're quoting prices or promising service. That's because we believe in doing things the right way. Our goal is to combine competitive prices with quality service you can trust.

So depend on us to continue to be there when it matters most. Prices will go up and down, and unreliable oil companies will come and go. But you can always count on us to help you and your family stay comfortable and safe in your home.

