

Warm thoughts

from MASS ENERGY

PERSONALLY SPEAKING

value & service in uncertain times

Dear Friends,

While oil prices dropped about 30% over the summer, no one really knows what the future will bring.

I do know that more people are committed to conserving energy, and their efforts are one reason prices have fallen. Whenever there is less demand for a product, prices usually fall.

As you know, we've been sharing our expertise on energy efficiency for many years, and we're certainly not going to stop now.

For this newsletter, we have filled pages 2 and 3 with a variety of energy-saving strategies designed to save you money.

save hundreds of dollars on heat

If you have a heating system that's an "old-timer," we recommend that you replace it with one of today's super-efficient oil heating systems. You can reduce your fuel use by about 30%, which could save you hundreds of dollars this winter. See page 4 for a **special financing offer** that makes replacing an outdated system more affordable than you may think.

Another way we can help you control costs is with a service plan. You'll get coverage for dozens of repairs, along with 24-hour priority emergency service and an **annual tune-up**. The article on the right of this page provides more details.



Bill Carmell

Many of our customers have also taken advantage of **SmartPay**, a program that shields you against market price spikes and makes your fuel bills more manageable with monthly payments.

we're always here for you

It's important to do business with a comfort company you can trust—a company that will take care of you, despite what's happening with oil prices, the weather or the economy.

At Mass Energy, we have the resources and the experience to help you get through these unpredictable times. We thank you for placing your trust in us, and we look forward to serving you this heating season.

Warmly,

Bill Carmell

Bill Carmell

service plans save \$\$\$\$

With fuel prices so uncertain, the last thing you need this winter is having to pay a big repair bill because something has gone wrong with your heating system.

As a Mass Energy customer you can protect yourself against this kind of problem by taking advantage of some of the best service plans in the area.

Our **Total Comfort Service Plan** covers just about anything that could go wrong with your heating system.

You can also add oil tank coverage, which shields you from the high cost of replacing a leaking oil tank.

In addition, the Total Comfort plan includes **24-hour priority service** for emergencies and an **annual tune-up**.

Call today or visit us on the Internet at MassEnergyOil.com for more information about service plans.



visit MassEnergyOil.com

Check out our new website and find out about what we offer, including pricing plans, service plans and top-of-the-line products. You'll also find troubleshooting tips, such as what to do if your heat goes off, and energy-saving strategies for all seasons. You can have your questions answered online too!





MASS ENERGY
your resource for residential services

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- ✓ upgrade equipment now and save
- ✓ save on repairs with service plans

keep warm this winter

When heating equipment breaks down, don't opt for an inexpensive quick fix.

Instead, look into a new, ultra-efficient top-of-the-line system, like the **Buderus boiler**. It could cut your fuel usage—and 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.

One of the Buderus boiler's most cost-effective features is its temperature modulating control. When temperatures are mild, the

control lowers the operating temperature of the boiler, so less fuel is used.

In addition, this "smart" control eliminates fluctuations in room temperature, enhancing the comfort level in your home.

In most cases, our experienced installers can replace your old system in just one day.

Call us today.

We'll be happy to discuss your specific needs with no obligation. We can also tell you about 0% and friendly-rate financing that is available.

0% and friendly-rate financing available

SNAPSHOT

Scheduling tune-ups, and boiler and tank installations are among the many responsibilities of Judy Ladd, who is our service department administrator.

In the year that she's held this position, she says that it's been "busy, challenging and fun." And, she adds, fitting service requests into the busy schedules of our technicians can often be like "putting together the pieces of a puzzle."

When she's away from work, Judy enjoys spending time with her two grandchildren, working in her garden and traveling around the U.S. with her husband on their Harleys.

"For a long time Harleys have been our passion," Judy explains. "Every summer we set out to see a new part of the country. We've hit most of the states already. Last year we went coast-to-coast and this past summer, we rode to the Great Lakes."



Judy Ladd
service department administrator

on the cutting edge

We recently set up a real-time *wireless delivery system* that eliminates the need to print oil delivery tickets. Now, fuel orders can be sent electronically via our wireless data communication system directly to the delivery truck. This sophisticated system connects with our electronic meter system for fast and accurate deliveries.

Once the delivery is completed, the information is transmitted back

immediately to our dispatch facility and our records are updated. This gives our office staff real-time information about the delivery.

With wireless technology we can time-stamp each delivery, which will eliminate most delivery errors.

Finally, and most important, these changes will result in less mileage on our delivery trucks, reducing air pollution and freeing up our oil delivery staff to give you better service.

