

# Total Home Comfort



Our Cat, "Diesel"

from **MEDWAY OIL CO., INC.**

winter 2009

## PERSONALLY SPEAKING

Dear Friends,

It's nice to be writing to you with good news about oil prices for a change. Since the summer, crude oil prices have dropped big time, and we've been able to lower your price as a result. I can't tell you how happy we are about this, especially during these difficult economic times.

Even though most experts agree that higher prices were at least partially driven by unchecked speculation, it has always held true that oil prices are cyclical in nature. Even when prices rise, they are soon followed by dropping prices.

This whole experience reinforces how unpredictable energy prices are. Oil, propane natural gas, and electricity are all

subject to great volatility. And it's just impossible to predict what will happen from week to week with energy prices.

There are other lessons to be learned from all this. Reducing your fuel use always pays off. And we can tell you about some terrific ways to help you permanently cut your bills while increasing your home comfort.

Of course, the best way to save energy and money is to replace an outdated heating system with new high-efficiency equipment. A new system will trim your



energy consumption and energy bills by as much as a third. (Turn to pages 2 and 3 for more energy-saving tips.)

Please don't hesitate to let us know how we can help you this season. Oil prices will continue to change, but our commitment to you will never waiver. We THANK YOU for your loyalty and your continued trust in us.

Sincerely,

Jeffrey S. Mushnick  
President

## COMMUNITY CORNER

If you need help paying your heating bills, here is a list of agencies that can provide you with assistance:

South Middlesex

Opportunity Council: (508) 620-1230

Self Help Inc.: (508) 588-5440

Citizens Energy: (877) 563-4645

### COMMITTED TO HELPING OTHERS

Also, we are fortunate to live in a community where people are eager to help others. Medway Oil Company and many of its customers are making a difference in the lives of local residents by donations to organizations, including:

Medway Food Pantry: (508)-533-2434

Daily Bread Food Pantry: (508)-478-4225

Millis Food Pantry: (508)-376-5034

Medway Oil Company is proud to be assisting the Foxboro Discretionary Fund this year. The Fund, designed to assist Foxboro residents with home heating problems was started by Larry and Judee Harrington. The New England Patriots have generously offered to provide matching funds as well. The Fund for Foxboro residents only, can be reached at 508-543-5235. Medway Oil Company adds this worthwhile public assistance fund to its growing list of agencies providing assistance to customers in need.

**We are proud to help out any way we can.**

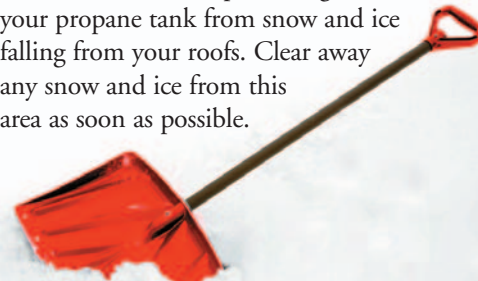


## cleared the way

We want to thank our customers for maintaining clear paths to their oil fill pipes and LP tanks. This helped us deliver fuel to you and your neighbors more quickly and efficiently.

Here are some other tips to take the worry out of winter:

- You can protect your fuel lines and piping from falling snow and ice by placing a filter protector (or doghouse) over the area.
- We also recommend protecting the lines on your propane tank from snow and ice falling from your roofs. Clear away any snow and ice from this area as soon as possible.





Visit us at: [MedwayOil.com](http://MedwayOil.com)

- ✓ converting to gas doesn't pay
- ✓ what to do if you lose heat

## oil to natural gas? it makes no "cents"

**W**ith oil prices running high these past few years, it's not surprising that some people might be thinking about switching their oil heating systems to natural gas.

But if you take the time to crunch the numbers—the cost of conversion runs \$6,000 to \$8,000—*switching to natural gas doesn't make economic sense.*

If your heating system is getting older (approaching 20 years), it makes more sense to upgrade to a new oil heating system. Today's systems are as much as 30% more efficient, which translates into hundreds of dollars in annual fuel savings.



People forget that, aside from recent volatility, the prices of oil and natural gas have historically tracked one another

pretty closely. If the price of oil continues to drop, as it has recently, converting from oil to gas will seem like a very shortsighted decision.

Here's another reason to stick with oil: It produces 140,000 Btu's of heat per gallon while a gallon-equivalent of natural gas generates about 100,000

Btu's. This means you would need 40% more natural gas to generate the same amount of heat as oil.

Call us today if you would like to discuss your options for upgrading to a new oil heating system.

## SNAPSHOT

**W**e would like to introduce Jerry Guthro who joined us as a salesman in mid-November after more than 30 years in the automobile business.

Jerry, who sells propane, heating oil and coal, finds working for a reliable neighborhood fuel company rewarding. "I like working for a company that has been around for 55 years and is well-known and well-respected in the area," says Jerry, a resident of Medway, Mass., for 34 years and an oil heat customer for 25. "I know what I value as a customer, and I enjoy working for a company that's so focused on finding ways to bring value to the customer—and going out of its way to help the customer."

Jerry is eagerly learning about the energy business. For instance, he recently attended a technical training session on oil heat.

His responsibilities range from fielding phone calls on prices to signing up new customers. He often travels to new oil heat customers' homes to do visual inspections of their systems to see that they are in good working order. He also offers

customers tips on what to do in an emergency, such as a no-heat situation.

After work, Jerry enjoys spending quality time with his wife, Ann, and their three children and three grandchildren.



**Jerry Guthro, salesman**

## avoid a service call you don't need

**If you lose heat,** we may be able to help you avoid an unnecessary expense for a service call—not to mention wasted time. By explaining to you simple do-it-yourself solutions, you may be able to fix the problem yourself. For even easier troubleshooting, save the checklist below for handy reference.

### **If you lose your heat:**

- make sure the **thermostat** is set above room temperature and to "heat."
- check the **fuel level** in your tank.
- be sure all **emergency valves or switches** are in the "on" or "start" position.
- check for a blown **fuse** or tripped **circuit breaker**.

**If there's still no heat, try pressing the burner's reset button—but not more than once.**

Then if you still need assistance, call **(508) 533-6561**. We're available 24 hours a day.