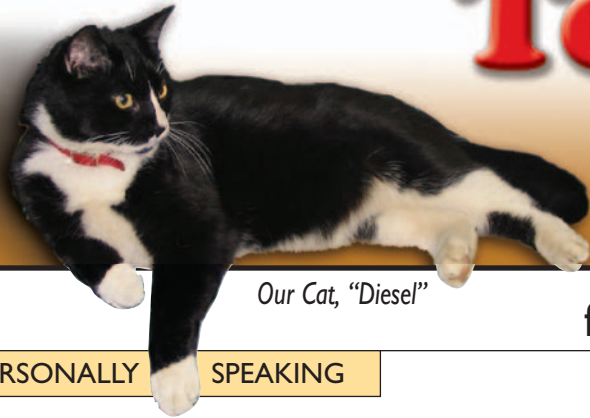


Total Home Comfort



Our Cat, "Diesel"

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

fall 2009

PERSONALLY SPEAKING

let's hope prices stay stable

Dear Friends,

Since reaching record highs in July 2008, crude oil prices have plummeted by more than 50% and we've been able to lower your price as a result.

Heating oil prices run in cycles, and depend on the global, political and economic climates. Unchecked speculation has also influenced prices. (See article on page 2.) But historically, oil has provided the best value in heating fuels in the state, and paying record high prices for a short time last year was an exception, not the rule.

we're always here for you

We'll continue to offer the most competitive prices possible, and provide you and your family with the highest quality products and services. Medway Oil has been in business since 1954, and we have dealt with volatile times before and know how to help our customers get through the worst.



We thank all of our loyal customers for your continued trust in us.

Sincerely,

Jeffrey S. Mushnick

Jeffrey S. Mushnick
President



delivery questions

Q: *Why can't I get an oil delivery the same day I order it?*

A: We set up our delivery schedules in advance and need at least 24 hours' notice to add a delivery. (If you call Friday, we'll put you on the Monday schedule.)

We can't do a same-day delivery because we may not be delivering in your area that day. Even if we are, chances are our trucks have already been dispatched, which means they're carrying a designated supply of fuel that is only enough to meet the day's scheduled deliveries.

Q: *How can I avoid running out of oil?*

A: Ask us to put you on **automatic delivery**. You never have to call for fuel because we know just when to schedule your delivery. Our computer system monitors your fuel use patterns and tracks outdoor temperatures.



oil heat gives you more for your money

Did you know that heating oil has traditionally been a better value than natural gas? Here are a few reasons. Oil produces a white-hot flame, which has better heat-transfer properties than the colder blue flame of natural gas. That's why a gallon of oil generates 40% more BTU's of heat than an equivalent amount of natural gas.

Plus, with heating oil, you always have a reliable supply of fuel safely stored on your property. There's no risk of losing heat due to

**Oil generates
40% more BTU's
of heat than gas.**

problems with underground pipelines.

And unlike natural gas, heating oil doesn't explode. Your oil can only ignite after your burner vaporizes it into tiny droplets.

Oil heat also poses a very low risk of carbon monoxide poisoning. If an oil burner malfunctions (usually due to a lack of maintenance), the safety devices in the unit will typically shut the furnace off. Gas systems typically do not afford you this protection.



MEDWAY OIL CO., Inc.

37 Broad Street • Medway, MA 02053

Fuel Oil • Kerosene • Diesel
Coal • Propane Gas

Call us! 508-533-6561
or 800-649-5949



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Visit us at MedwayOil.com

- ✓ reduce your fuel bills
- ✓ avoid fuel run-outs

cut your fuel bills by 30% or more

If your system is over 20 years old, you can reduce energy bills with a **new heating system**. This can reduce your annual fuel costs by *as much as 30%* and eliminate the need for costly repairs.

Some of today's oil heating systems have the **Energy Star** rating, which means they have met strict energy-efficiency guidelines. Some ultra-efficient systems can operate at efficiency levels of 90% or higher.

we do the job right

It's important to choose a licensed company like Medway Oil to provide a top quality installation. Putting in a new boiler is a big investment, so you want someone who gives you an expert installation based on *facts, testing and science*.

We know it's important that a heating system be specifically



designed to fit your home and its needs based on a computerized "load calculation," a room-by-room scientific test to determine the proper size of the equipment. When we install new equipment, we do a series of tests to ensure your new system is a "perfect fit" for your home.

Call us today for a **FREE** no-obligation heating system consultation. We would also be happy to discuss other innovations in home comfort, such as the latest water heating and oil tank technology.



thank you for your timely payments

We've worked hard to ease the effects of higher fuel prices for you, but there are limits to what we can do. Like you, we constantly feel tremendous financial pressures.

We want to thank all of you who have been making your fuel payments on time. This provides us with a steady cash flow, so we can make our own timely payments to our suppliers.

This helps ensure that we have a plentiful supply of fuel for you, and it gives us the ability to provide you with pricing and payment options that make your life easier—and save you money. Please contact us if you have questions. **We're here to help.**



our scholarship winner

Congratulations to **Eric Doherty** of Millis, the winner of the 2009 **Morris and Judith Mushnick Scholarship Award**. (Morris and Judith founded Medway Coal and Grain in 1954.)

For more than 30 years, we have awarded an annual scholarship to a high school graduate who plans to pursue higher education.