

# HouseCalls

from **Westmore**  
FUEL CO., INC

## PERSONALLY SPEAKING

### my 40-year commitment to our customers

Dear Friends,

**It's hard to believe** that it's been 40 years since I began my first job at Westmore Fuel. I was a teenager in high school back then, getting my first taste of the family business as a part-time maintenance worker at our fuel storage terminal in Port Chester.

This terminal was a major investment for us, and it came about after many discussions involving my father, grandfather and uncle in the wake of the crippling oil embargoes of the 1970s.

Their goal was to ensure that Westmore Fuel customers would always be able to depend on us for a secure supply of heating oil, no matter what was happening elsewhere in the world. The terminal, combined with strategic supplier alliances formed over the last four decades, made that vision a reality.

After I graduated from college, I returned, determined to do my part to keep the family business thriving while making sure that the comfort and safety of our customers were never compromised.

I'm especially proud of how Westmore Fuel began leading our industry forward when we became the first company to deliver Bioheat® fuel back in 2008. Today, every company in Connecticut and New York is following Westmore's lead and delivering blends of Bioheat fuel.

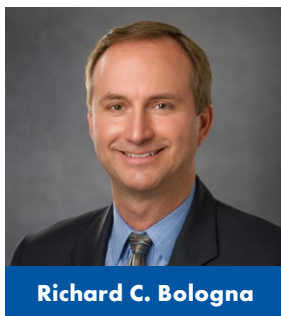
But you never move ahead by resting on your laurels. Our goal is to continually improve how well we care for our customers. Over the years, we've made significant investments in technology to improve the ease of doing business with us and in staffing and training to ensure that our people can help you with any question or problem you may have.

I truly appreciate your loyalty, kind words and confidence in us, whether you've been a Westmore Fuel customer for decades or just recently joined us. From the bottom of my heart, thank you for being a Westmore Fuel customer!

Warmly,



Richard C. Bologna



Richard C. Bologna

### save with the NY Bioheat® fuel tax credit

**At the beginning of each year,** we send our New York customers an annual usage statement listing all deliveries by date and gallons delivered so they can apply for the state's Clean Heating Fuel Credit.

We also post links on our website so you can print out a one-page tax credit claim form along with instructions.

Because we deliver B20 Bioheat fuel, you qualify for a 20¢-per-gallon annual state tax credit, which saves the average customer about \$150 each year!



### please help our drivers

**Remember to keep the path to your oil fill pipe clear** by removing any obstacles. If snow has fallen, please shovel a path to the tank whenever possible.

We also ask that you kindly clear ice and snow from the driveway. This helps our drivers safely navigate driveways, especially steep ones.

Our drivers thank you in advance!



# When the Comforts of Home Get Interrupted



## Lights out

Nothing says home comfort interruption like a power outage. There go your lights, heat, television and so many more devices you depend on to bring convenience to your life.

If you have a standby whole-house generator, it may have been a while since you used it. Review the manufacturer's instructions on how to use it safely. And above all, make sure you have enough fuel to keep the generator running throughout the power outage.

After power is restored, follow these tips:

- **Throw away any food that was exposed** to temperatures above 40° for two hours or more. You should also dispose of any food that has an unusual odor, color or texture.
- **If the food in your freezer has stayed colder than 40°** and has ice crystals on it, it's safe to refreeze it.
- **Restock your home emergency supply kit** (new batteries, bottled water, canned food, etc.).
- **If you're concerned that your medications may have spoiled**, ask your doctor or pharmacist for advice.
- **To prevent damage from power surges**, unplug all electrical appliances before resetting your circuit breaker.
- **Make sure there is no standing water in your basement.** If flood water has reached your heating system, get it checked before trying to restart it. Internal valves and controls are vulnerable to water damage and should be inspected.

Source: <https://www.cert-la.com/EmergPrepBooklet.pdf>

**Many people define "ultimate luxury" as simply having the chance to relax and enjoy the comforts of home. But those comforts can be interrupted sometimes. Here are common home comfort problems – and ways to deal with them.**



## How to reboot your heating system

As you've learned from previous power outages, your heating system will not run without electricity. That's true not only for heating oil systems but also for natural gas, propane gas and, obviously, electric heating systems.

Once your power is back on, remember that your system typically won't start up on its own. It usually needs a little help from you. Look at it as a system "reboot."

To get your heat running again, look for the red reset button on the oil burner and push it only once. Pushing it more than once could flood your system with heating oil, resulting in a costly repair. However, if the burner starts but stops again after a few minutes, there may be a problem. You should call for professional service to get everything checked.



## Save time and expense

At some point, you may lose your heat, and it won't be caused by a widespread power outage. To save yourself the time and expense of an emergency service call, here are some things you can do yourself to get your heat back!

- **Check to see** if you have enough heating oil in your storage tank.
- **Ensure the system's power switches** are in the "on" position.
- **See if a circuit breaker** has been tripped.
- **Make sure your thermostat is set** above room temperature and to "heat." Check the batteries also.
- **If you still can't find the problem**, press your system's reset button once only.



## What happened to the hot water?



If your old water heater is running out of hot water more frequently, it may be reaching the end of its lifespan, which ranges from 7 to 13 years. Other trouble signs include higher water heating costs, leaks, rusty water and unusual noises.

Our water heater experts can help you choose a replacement model that's the right fit for your space, use and budget, then install it quickly and correctly so your comforts of home will always include plenty of hot water. Depending on the type of heating system you have, we can install either an indirect-fired oil water heater or a direct-fired oil water heater.

## Running on empty



It can be a big pain in the neck when you run out of oil, but we know life gets in the way sometimes. It's easy to lose track of things.

### Tip

If you already get automatic delivery, don't forget to tell us if something has changed that affects how much heating oil you use in your home. We'll adjust your delivery schedule accordingly.

If you want to remove "check the oil tank" from your to-do list this year, switch to our free automatic delivery service. The result: minimal chance of a run-out, no more calling for a delivery and no more checking your fuel levels on your own.

Instead, you can trust us to track how much fuel your home uses. When you start getting low, our driver will simply come to your home and fill up your tank based on the schedule we have built for you.

## let us know how we're doing

**Do you like our service?** Please take a moment to spread the word! All you need to do is post an online review about your service experience with us. It would mean the world to our hard-working employees, who always make your comfort, safety and satisfaction their top priorities.

**Here are some recent reviews that praised our team:**

*"I'm always impressed with Westmore's service. We had an issue with our furnace, and Westmore came right out to fix it. Mario was an excellent technician who was thorough and took the time to explain to us what the issues were.*

*Great experience!" — Anne E.*

*"I called due to no heat, and you guys were here within the hour. Michael, the technician, was wonderful. Friendly, helpful and he fixed the problem in no time. You guys are the best. Thank you so much!" — Donna D.*

*"Top notch company. Very knowledgeable and courteous employees, very reliable, quick service when you need it and priced fairly. Highly recommended!"*

*— Keith F.*

**Scan this code to post your own review!**



## our training never ends

**One reason that Westmore technicians remain the best in the business** is that we set aside time to update their knowledge and skills regularly. This allows them to stay on top of new developments in heating technology, troubleshooting techniques and much more.

*Mark Santangelo from Energy Kinetics visited the Westmore Fuel office last summer to lead a refresher course on the System 2000 heating equipment, which has lowered annual heat and hot water bills for our customers by as much as 40%!*



**WESTMORE EMPLOYEES TAKING THE ENERGY KINETICS REFRESHER COURSE.**



P.O. Box 5236 • Greenwich, CT 06831

**B20 Bioheat® Fuel • Biodiesel Motor Fuel**  
**Heating Equipment Sales & Service**



PRESORTED  
STANDARD MAIL  
U.S. POSTAGE  
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DG3

## improve your bottom line with us

**Westmore Fuel improves the bottom line for many businesses** in our service area that own diesel-

operated vehicles, from a few trucks to large fleets. Schools, construction companies and others also trust us for their off-road biodiesel deliveries to operate their on-site equipment.

"We just helped a company with a fleet of about two dozen trucks by installing a FuelCube storage tank on their property," said William Holzel, our commercial account specialist. "Prior to this, the company was losing time waiting to fill up from other resources. This business has now increased their productivity and efficiency enormously, and they're also

saving money on diesel fuel because they're buying it in bulk from Westmore."



FuelCubes come in various sizes, from 250-gallon tanks to even greater capacities.

"The FuelCube is extremely popular now because it provides an extra layer of security to prevent fuel theft. It's also 100% portable. For example, a construction company can easily transport their FuelCube from job site to job site."

If you're interested in on-site fuel storage options for your business, please reach out to **William at 914-939-3400 x120.**