

# Crowley Fuel Company

# FUEL FOR THOUGHT

Spring, 2011

We always have your best interests in mind.



**508-867-6740**  
**www.crowleyfuel.com**

Our phone is monitored on nights, weekends and holidays to handle heating-related emergencies for our customers.

**Office Hours:**  
 Monday through Friday  
 8 a.m. to 5 p.m.

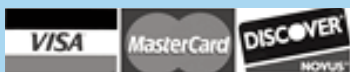
**Our office will be closed on the following holidays:**

Memorial Day - Monday May 30  
 Independence Day - Monday July 4  
 Labor Day - Monday, September 5  
 Columbus Day - Monday, October 10  
 Veteran's Day - Friday, November 11  
 Thanksgiving Day - Thursday, November 24

**Visit our office at**  
 167 N. Main Street  
 No. Brookfield, MA.

**For faster service, please send your mail to us c/o**

**Crowley Fuel Company**  
 PO Box 55  
 No. Brookfield, MA 01535



We accept payment by cash, check, MasterCard, Visa and Discover.

**Please be sure to put your account number on all checks.**

## At Crowley Fuel, we always have your best interests in mind

Whether it's affordable oil prices, oil quality, service contracts, oil tank protection, efficient heating systems, or information about the latest laws and developments affecting our customers, we live by our slogan: We Always Have Your Best Interests in Mind! As a small local company we have been doing this work for over 100 years, but there has never been a time more challenging than these past 4 years! We will continue to help you heat your home as comfortably, reliably, and affordably as possible.

## Crowley's Price Protection Program gives you peace of mind and saves you money

This will be our 19th year of protecting our customers against the volatility of the oil market. The chart below shows why our Plus Program has been the right choice over a Fixed Price or Market Price for the last four years, even with inclusion of a cap fee ranging from \$.12 to \$.50 per gallon! Think of our cap fee like an insurance policy against high prices. Each year you pay auto insurance, hoping you won't have an accident and homeowners insurance, hoping you won't have a loss. In this volatile home heating oil market, you can protect yourself against inevitable fluctuations in the price of oil just by enrolling in our Plus Program. The numbers below speak for themselves!

HEATING SEASON	MARKET PRICE	PLUS PRICE	FIXED PRICE
<b>2007-2008</b> Plus Price: \$2.57 + \$120 fee Fixed Price: \$2.61	\$3,483.06	\$2,685.22	\$2,610.00
<b>2008-2009</b> Plus Price: \$4.79 + \$350 fee Fixed Price: \$4.35	\$2,528.71	\$2,822.55	\$4,350.00
<b>2009-2010</b> Plus Price \$2.69 + \$300 fee Fixed Price: \$2.58	\$2,811.30	\$2,953.87	\$2,580.00
<b>2010-2011</b> Plus Price: \$2.89 + \$250 fee Fixed Price: \$2.86	\$3,500.63	\$3,117.11	\$2,860.00
<b>TOTAL 4-YEAR COST</b>	\$12,323.70	\$11,578.75	\$12,400.00
<b>Annual Change in Cost</b>	\$282 - \$954	\$131 - \$163 <b>STABILITY</b>	\$280 - \$1,770

The above chart shows the heating costs for a 1,000 gallon customer over an entire 12-month heating season, taking into consideration variations in the average number of gallons used per month and monthly fluctuations in the market price.

## Benefits to being a Crowley Fuel Plus Program Customer

Why enroll in Crowley Fuel's "Plus" price protection program? Here are a few good reasons:

- You have a guaranteed price ceiling when market prices go up, no nasty surprises!
- You always pay lower prices when prices come down, only good news!
- Peace of mind - you can budget for your annual heating costs!
- You have many payment options: prepay, monthly or prompt pay.
- Automatic delivery! Never worry about running out or minimum deliveries!
- You will always get the discounted price if payments are made as scheduled.

## ENROLLMENT PERIOD FOR 2011 - 2012 EASY PAY PLUS IN MAY AND JUNE!

For \$99 down payment and \$19 per month average customers can enjoy the benefits of our Plus Program. Customers who use more than 1,000 gallons or less than 600 gallons will pay a different price. Call or EMail our office for more information.



### Fuel Assistance Funding Not Looking Good for Next Heating Season

If you have been trying to heat your home with funds from the **Fuel Assistance Program** you know that last winter was not an easy one due to the extended cold and high prices. Compounding that was the reduction in funds provided for each client. We have heard that President Obama and Congress are planning to cut the fuel assistance budget significantly next year which has us very concerned for the welfare of our neediest customers. If funding is cut and prices stay at this level we will find that many people will be unable to heat their homes. If you are one of these people who will be affected, it is important that you do something

now to prepare for next winter. You should be making calls to your Congressman, fuel assistance provider, and us here at Crowley Fuel to get onto an Easy Pay Program. Our enrollment period for the Easy Pay Program is in May and June. Please take action now because we will be unable to extend credit during the heating season.

### Service Contracts Available Now for 2011-2012 Heating Season

**Service Contracts** for next heating season will be mailed in May to customers who are currently enrolled. For an annual fee of \$249.99, customers receive a complete tune-up of their heating system, protection against their oil tank leaking, and no charge for most repairs that may be necessary. For those who plan to pay for their service as they go we charge \$75 per hour weekdays and \$95 per hour nights, weekends and holidays. If you would just like to schedule a tune-up of your heating system (average price \$160.00 for parts and labor) please contact our office anytime during the spring and summer.



### Tank Guard is a Great Investment

It is not common for an oil tank to have a release of oil but when it does happen it can cause serious financial and environmental problems. Crowley Fuel has been offering protection against this happening for over 30 years through the **Tank Guard** Program. It is very uncommon for a **Tank Guard** protected tank to have a release but when it does, it is nice to know that our customer will not have to worry about the \$1,500 to \$2,000 cost to replace. If you are someone who believes in preventive maintenance, then you should consider enrolling for this next heating season for a fee of \$45.75.

### Heating Oil PLUS Protects Your Fuel All Year Long

If you have ever wondered what Premium Heating Oil is please read this article. The oil refining process in use for the past 30 years has been improved to allow for a greater production of gasoline for the summer driving season and heating oil for the winter heating season. The problem is that it makes the fuel less stable in storage which is not a very big a problem for gasoline because we burn a tank or more of it each week. It is a problem for heating oil which may stay in your tank for many months.



What happens is that it breaks down and forms sludge which will collect in the bottom of your tank and eventually plug up your oil filter, oil line, and nozzle causing a loss of heat and an expensive repair bill. Crowley Fuel has been adding Heating Oil Plus to every gallon we sell for the past year and for 20 years before that were using a product called FlameRite with great results.

These products have reduced the breakdown into sludge in every one of our customers' tanks as well as helped to disperse water and reduce corrosion. Many local companies have been catching on and using additives because it makes customers happy.

### Financing and Rebate Programs Still Available for Heating System Upgrades

**MassSAVE** still has zero interest loans and rebates available for customers of NStar or National Grid to use for energy saving measures such as replacing inefficient heating systems. There are no income eligibility guidelines. They will rebate up to \$1000 toward the cost of purchasing and installing approved equipment. This program should be available through the end of this year but don't wait too long to contact them because they get busy in the summer when it's the best time to do this work. They start by conducting a no-cost home energy assessment. Call them at 866-527-7283 or go to masssave.com

### No Pressure Appraisals and Estimates - No Kidding!

If you would like to know what it would cost to make improvements to your heating system, or if you would like to know more about the condition of your heating system, please give us a call and schedule a visit from Bob LaFlamme. He has 23 years of experience and is very much interested in helping you make the best heating decisions for you and your family. As important, you never have to worry that Bob will try to pressure you into buying something you don't need. The advice is always free with no strings attached!