

Crowley Fuel Company

FUEL FOR THOUGHT

Spring, 2010

■ ■ ■ We always have your best interests in mind.

Don't Forget!

*Crowley Home
Heating Seminar
Tuesday, April 27
Haston Public Library
7 p.m.*

Third Annual Community Home Heating Seminar Slated for April 27th

We are pleased to announce that we will be hosting our third annual community home heating seminar at the **Haston Public Library, 161 Main Street, North Brookfield**, on **April 27, 2010** beginning at **7 p.m.** Anyone who has attended one of our seminars before, or watched a video of the program later on their local cable access channel or our website, knows that these programs are just jam-packed with useful information on a host of topics that should be of interest to anyone who heats their home with oil.

This year's seminar will provide an update on the **new oil line law** that takes effect in Massachusetts on July 1 and the **pollution insurance** that is now available to homeowners whose oil tank passes inspection to be in compliance with the new law.

We'll have a **tax specialist** on hand to explain the **tax credits** available to you when updating your home heating system with an approved replacement and we'll also be discussing how to best **plan ahead for converting your system** for a time when alternative energy systems become available and affordable.

We'll give an update on the **Massachusetts bio-fuel law**, give our **annual oil market analysis** and an expert from **Honeywell** will tell you about some highly efficient and **innovative new heating controls**.

This seminar is provided as a community service by Crowley Fuel Company and is open to everyone who wishes to attend. Please call us at 508-867-6740 if you need directions. We look forward to seeing you there, and if you can't make it, watch for the video on our website or your local cable access channel at a later date.



CROWLEY
Fuel Company, Inc.
508-867-6740

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

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

Our office will be closed on the following holidays:

Monday, April 19 - Patriot's Day
Monday, May 31 - Memorial Day
Monday, July 5 - Independence Day
Monday, September 6 - Labor Day
Thursday, November 11 - Veteran's Day
Thursday, November 25 - Thanksgiving Day

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, P.O. Box 55, No. Brookfield, MA 01535



We accept payment by cash, check, MasterCard, Visa and Discover.
Please put account number on checks.

Service Contracts Available Soon

We will soon be sending out our service contracts to customers who are currently enrolled. This program includes a thorough servicing of your heating system to keep the equipment running smoothly and extend its life. Other benefits include increased efficiency, reduced heating costs, protection against big repair bills and being entitled to priority status when you require service.

In addition, your oil tank will be covered for replacement in the event it should develop a leak. This, coupled with the new pollution coverage available, will protect you from the worst that can happen if you experience an oil release. In the absence of a service contract, our hourly rates remain the same at \$70 per hour for weekdays and \$90 per hour for nights, weekends and holidays through the end of the year.

Visit Our Website: crowleyfuel.com

Crowley Fuel Rolls Out Two New Payment Plans for 2010

We are pleased to announce that two new payment plans will be available to Crowley Fuel Company customers for the coming heating season. Our experience with price protection programs over many heating seasons has proven time and time again that it pays to insure yourself against the erratic increases and decreases in oil prices, but not everyone is eager to pay the extra capping fee.

In order to accommodate as many budget customers as possible, we have created the following two plans for the coming year:

EasyPay

Under this plan, Crowley Fuel will estimate the amount of fuel your system consumes and determine the estimated per gallon price for fuel in the coming year using the best information available to us at the time. Then we will divide this amount into equal monthly installments. If the price of oil drops, you will earn a credit and if the price increases you will be billed for the difference.

EasyPayPlus

This is our traditional budget cap plan with the price protection fee. Crowley Fuel sets a cap price for the year at the best price we can secure and add the cap fee and divide this amount into monthly installments. If the price drops, you will earn a credit and if the price increases, your payment will stay the same.

Please contact us at 508-867-6740 or email us care of oil@crowleyfuel.com and let us know if you wish to participate in the EasyPay or EasyPayPlus program.

Have You Noticed?

That your oil delivery ticket lists your account balance in the box in the upper right hand corner? If there is a minus sign (-) in front of that number, it indicates the amount of your credit.

2009-2010 Season Analysis

This past heating season was fairly uneventful when compared against the two prior seasons. With no sharp increase or decrease in price, the per gallon cost of oil stayed within a narrow band from \$2.48 to \$2.85. The reason for this was that the worldwide economy was in recession and demand for oil was down.

Despite our continued belief that price protection remains the best way to buy your oil, this turned out to be a season in which being protected by a cap contract was not as beneficial as it has been in previous years.

Tax Incentives, Rebates and Low Interest Loans

Some exciting opportunities are developing for those of you who are looking to replace your heating system this year.

The MassSave program continues to offer rebates and low-interest loans for such improvements.

There will also be an additional \$1.75 million of stimulus funds available exclusively for homeowners who heat their homes with oil. These funds will be administered in much the same way as the MassSave money by the Conservation Services Group

And the Survey Says...

We recently provided a link on our website to a brief survey that asked for your opinion about the home heating oil options available to you from Crowley Fuel.

While only a small number took the survey, the majority of respondents felt that fuel oil treatment and the benefit that it provides in keeping oil filters and oil lines clean was important. Three quarters of respondents were interested in low-sulfur heating oil and slightly more than half felt it was important to blend biofuel. All but one respondent said they might be willing to pay more for low-sulfur heating oil with a biofuel blend if it reduces wear and tear and maintenance on the system.

Please be sure to check our website (www.crowleyfuel.com) from time to time and click on **Take the Survey** to let us know what you think so we may serve you better.

And while you're on the website, be sure to check **Bob's Blog** for timely updates about topics that should be of interest to all homeowners who heat their homes with oil.

The biggest benefit to a cap program is the peace of mind you gain from knowing you will be protected from paying more when prices go up while being assured of paying less when the price drops. This piece of mind has certainly been worth the investment of a capping fee in two of the last three years.

You do not have to be on a cap contract to be a Crowley Fuel customer, but we will continue to offer this option (see EasyPay story in sidebar) for those who want the protection it provides, because you never know when you are going to need it!

and will start with a call to MassSave at (800)632-8300.

We are hoping to be able to announce some good news at our upcoming Home Heating Seminar (see story on front page) regarding the federal tax credit for making energy efficient improvements to your home and business.

If you are thinking of replacing your home heating system soon, it will be well worth your time to attend this seminar; or, if you cannot attend, give us a call for free information and estimates.