

Crowley Fuel Company

FUEL FOR THOUGHT

Fall/Winter, 2007



Your 2008 Calendar is Enclosed!



Winter 2007: Have We Seen the Worst?

Winter outlook: It sure looks pretty bleak right now; hopefully we've seen the worst.

Oil prices are controlled by the stock market, specifically the people who buy and sell petroleum futures.

Their buying and selling is based on news that relates to the supply of petroleum. Petroleum stocks are expected to be adequate for the heating season despite the fact that there has been a lower than

average supply of crude oil and petroleum products through the fall.

With stocks this low, any news of supply disruptions is sending prices up to record levels.

The old saying "what goes up must come down" does apply here and you will likely see prices come down. Unfortunately, it may be a result of the economy going into recession.

Bracing for the Cold: The Rest of the Story

You may have seen the November 4th story in the Worcester Telegram that included a great picture of our diligent delivery man, Rob Thompson on the cover and a few quotes from Bob LaFlamme within the story.

The article told how people were reluctant to sign up for fixed price contracts this year after being stuck paying higher prices last winter when oil prices came down.

What the article failed to report was all of the information we shared about our cap

programs. These programs are the best plan for controlling costs during these times of unstable oil prices.

We will be sending out information in our Spring newsletter for those interested in taking advantage of a pre-paid, budget or pay-in-10-days cap program for the 2008-2009 heating season. This year's Budget Cap was \$2.69 and that is what our BCap customers are paying instead of \$3.00 plus. If the price comes down, they will pay the lower price.

And that, as they say, is the rest of the story.

Happy Holidays from All of Us to All of You!

Enclosed with this newsletter please find your **2008 Crowley Fuel Company Calendar**. Please accept it with very best wishes from everyone here at Crowley Fuel Company as a small token of our appreciation for your friendship and support throughout the year. We are glad that we can do our small part to keep you safe, warm and comfortable in your homes, and we appreciate the trust you place in us to maintain your home heating system. We hope this holiday season finds all of our customers healthy, safe and warm and we wish you the very best in the year ahead. If you need an additional calendar, please ask your delivery man, or drop by our office at 19 Gilbert Street, North Brookfield where pocket calendars are also available.



What do you get for the person on your holiday list who's hard to buy for? Consider helping a friend or relative with a payment towards their oil bill.

High prices will make this a difficult year for many people. Buying a gift certificate or putting money in someone's oil account is a practical way to share the spirit of the holidays. Call Bob or Linda if you would like to help someone in your community with this need.

If your personal financial situation becomes difficult, please call us so we may work out a payment plan to help you through a difficult time.

The following agencies are also available to help you or someone you know, so long as you meet participation requirements:

Worcester Community Action Council
Call Rosalie at 1-800-545-4577
(508) 754-1176, EXT. 129 -- Applications are taken at the North Brookfield Senior Center.

Citizen's Energy Corporation*
1-877-563-4645 or (617) 338-6300
You may also apply online at
www.citizensenergy.com

*Note: Crowley Fuel only delivers Citizen's Energy Corp. and Worcester Community Action Council fuel assistance oil for customers who are in good standing.

MAILING ADDRESS: Crowley Fuel Company, Inc., PO Box 55, North Brookfield, MA 01535
Our office is located at 19 Gilbert Street, North Brookfield, MA 01535 • Telephone: 508.867.6740
Visit our website: www.crowleyfuel.com • WE ACCEPT MASTERCARD & VISA



Office Hours

Our office at **19 Gilbert Street** is open Monday through Friday from 9 am to 5 pm. Our phone is monitored nights, weekends, and holidays to handle heating related emergencies for our customers.

We will be closed on:
Monday, December 24 at Noon
December 25 - Christmas
January 1 - New Year's Day
February 18 - President's Day
April 21 - Patriot's Day
May 26 - Memorial Day

For faster service please send your mail to us c/o P.O. Box 55 and do not include the street address.

Service Rates

Crowley Fuel Company service work is billed at \$65 per hour during normal business hours (M-F 9 a.m. - 5 p.m.) and \$85 per hour for nights, weekends and holidays.

Loss Prevention

Our insurance company requires that we inspect the oil tanks of all prospective customers before making a first delivery. If we find a tank is in poor condition, we will not be able to make the delivery until the tank has been repaired or replaced.

If you are an existing customer, and you suspect your tank to be in poor condition, please let us know so we may conduct an inspection.

Leaving Your Home Unattended this Winter?

If you have a seasonal property that stays heated through the cold months, it is important to protect your investment by installing a heat monitoring and alarm system to warn of low heat conditions.

These systems range from very simple and inexpensive, to more complex, computerized and quite expensive.

If you have questions about which model to choose, let us help. Give us a call and we'll be happy to answer any questions you may have on this important subject.

Please Take Note of Our Oil Delivery Policy

Crowley Fuel reserves the right to decide when to send oil trucks in response to customers who have run out of oil or who are afraid of running out of oil.

We do not send our trucks out after dark or in bad weather because we cannot risk accidents. It is important that you give us plenty of notice when calling for your oil deliveries so that we can fit your delivery into our schedule.

We have a minimum delivery of 150 gallons, so please be sure your tank is at the 1/4 mark before ordering.

If you run out of oil during normal business hours and we must restart your burner there will be a \$20 restart fee.

If you run out of oil at night or during bad weather we will deliver by van or 4 wheel drive pickup truck 10 gals of oil and restart your burner for an \$85 emergency fee. You may wish to pick up 10 gallons of oil (2- 5 gal containers) and retart your own burner for the price of the oil.

You may also substitute deisel fuel, which is available at local stations like Sunoco.

Also, please remember to keep your driveway clear of snow and ice, and if you are able, open a path to your oil fill, especially if you are on auto-delivery.

Inspect the area approaching and around your fill pipes for sharp objects, low wires, yard tools or anything that could damage the hose or injure the deliveryman.



Better Late than Never Department

Doug Walther and Tim Nolan have been working with us here at Crowley Fuel Company for just about a year now. Still, they've never had an official welcome and we'll like to remedy that here and now.

Doug, a June graduate of Pathfinder Vocation Tech's heating and air conditioning program, will be taking his oil burner license test soon. While apprenticing with us, he has developed a keen ability to diagnose and solve the myriad heating problems that we deal with in the heating industry.

Tim, a talented West Brookfield landscaper during the warmer months, started with us as last January. A skilled and experienced driver, Tim is back again this season. Please join us in welcoming Doug and Tim to the Crowley Fuel Team!

Your Heating System Operates Like New With FlameRite

FlameRite is a chemical conditioner that we add to every gallon of heating oil we sell. While you can't tell it's working, you'd notice a big difference without FlameRite additive. Highly efficient FlameRite keeps your heating equipment operating like new, consuming less fuel and adding years of life to your burner, saving you money on fuel bills and emergency service calls.



FlameRite does more than keep you warm in the winter - it gives you the promise of reliable heat again next fall. When your heating equipment operates properly, the fuel burns more completely, and generates more heat. FlameRite improves economy by cleaning nozzles and burners, prevents tank failure from rust and corrosion, retards sludge formation, reduces water damage, and reduces soot and air pollution.