

Crowley Fuel Company

FUEL FOR THOUGHT

Winter, 2009

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



Enclosed with this newsletter you will find your 2010 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 hope this holiday season finds you 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 167 Main Street, North Brookfield where a limited number of pocket calendars are also available.

Crowley Fuel Now Delivering Heating Oil Plus

Crowley Fuel has been selling premium fuel for 20 years by adding a product called *FlameRite* to our oil. Treating fuel prevents it from breaking down and forming sludge while in storage. As a result, oil quality-related service calls are rare, so every customer benefits.



We will continue to sell premium, treated fuel but we are switching to a product called *Heating Oil Plus*, a premium heating oil with all the same properties as *FlameRite*. *Heating Oil Plus* contains a carefully balanced group of active ingredients that help avoid nozzle, strainer and filter plugging. The advantage is that we can buy *Heating Oil Plus* already blended, so we can skip the step of having to mix an additive into our tanks as we had to do with *FlameRite*.

Please Take Our Online Survey

You may have seen our ad series in the *New Leader* and *Quaboag Current* in which we featured "Ten Questions to Ask Your Oil Company." (A copy of this Q&A is on our website, too.) This series was our attempt to explain the value in dealing with our full-service oil company at a time when several discount oil dealers are entering the market.

In this price-conscious environment, we feel it's important for our customers and potential customers to know about the value that we offer with our premium oil and responsive service, as well as the consequences of simply buying based on the lowest price.

At Crowley Fuel, we are always looking for ways to improve and broaden our services so we may serve you better. We would appreciate it if you would take a moment to let us know what you think about Crowley Fuel and issues facing consumers of home heating oil.

Please take our survey at www.crowleyfuel.com

If you don't have access to a computer, just give us a call at 508-867-6740 and we will gladly mail you a copy.

Credit Where Credit is Due!

When paying a bill by check, writing your customer account number on the memo line will help assure that we credit your payment to the proper account.

Visit Our Website: crowleyfuel.com



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:

Thursday, December 24 at Noon
Friday, December 25 - Christmas
Friday, January 1 - New Year's Day
Monday, February 15 - President's Day
Monday, April 19 - Patriot's Day
Monday, May 31 - Memorial 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.

Service Rates

Crowley Fuel Company service work is billed at \$70 per hour during normal business hours (M-F 8 a.m. - 5 p.m.) and \$90 per hour for nights, weekends and holidays.

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 more 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.

Give the Gift of Warmth

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, or make a donation to your local church or Hearts for Heat fund. (contact info below)

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 may also help you or someone you know, if you meet participation requirements:

Worcester Community Action Council

For deliveries November through March
Call Rosalie at 1-800-545-4577
(508) 754-1176, EXT. 129

Citizen's Energy Corporation*

1-877-563-4645 or (617) 338-6300
Applications accepted Jan. 12 - Feb. 26. You may also apply online at www.citizensenergy.com

Hearts for Heat (heartsforheat.org)

North Brookfield Residents
Call Louise Bouchard at 508-867-0220
northbrookfield@heartsforheat.org
For Spencer Residents
Call Sharon Legasey at 508-885-9454
spencer@heartsforheat.org
For Leicester Residents
Call Deb Antanavica at 508-892-3086
leicester@heartsforheat.org

REAS Foundation (www.reasfoundation.org)

For Sturbridge and Charlton Residents
Call 508-434-4614 or email info@reasfoundation.org

MassSave Wants to Help You Save Energy

MassSave offers NStar and National Grid customers free energy audits, low interest loans, and rebates for work done tightening up your house, or for installing energy efficient furnaces, boilers, indirect hot water storage tanks or programmable thermostats. Contact MassSave by calling 866-527-7283, or visiting their website: masssave.com.

Welcome Margie Montville!

It gives us great pleasure to announce that Margie Montville will be joining our staff starting on December 21st. Many of you will remember Margie for her 20+ years managing the office for Murphy Oil in North Brookfield.

You will all come to know Margie for her pleasant and professional manner when calling or visiting our office at 167 North Main Street, North Brookfield.



Let Our Heating Expert Answer Your Questions...



Over 20 years of working at Crowley Fuel, Bob LaFlamme has gained a lot of knowledge about the industry that he loves to share with Crowley Fuel customers and the general public through newsletters, newspaper articles and advertisements, and informational seminars. Bob's not just interested in selling heating oil, he also wants to help people make good decisions about heating their homes; decisions that reduce your use of fuel, the cost to you in dollars and to the environment in pollution. If you or a family member have a question about heating, Bob would be happy to talk to you about it at no charge and no obligation. Just email or call.

Please Note Changes in Our Delivery Policy

Unfortunately, with the economy in such poor condition and with so many customers declaring bankruptcy, it has become necessary for us to tighten up our credit policy to protect our business.

We cannot offer credit to new customers and must limit the balance for our current customers to \$400. Customers who are not on a budget plan requesting a delivery will need to provide us with a valid credit card or cash

payment before the delivery can be made. Please call our office to arrange to be on a budget plan.

As always, we request that you keep your driveway clear and, if you are able, clear a path to the oil fill in deep snow.

We reserve the right to delay deliveries if conditions are unsafe and suggest that if you call for your oil, you call when your guage reads 1/4.

Cap Contracts Remain the Best Way to Buy Your Oil

The past two heating seasons have seen some radical price fluctuations. In the Spring of 2008, prices were nearing \$5.00 per gallon -- a year later, the price had dropped to under \$2.00. The average price our Cap contract customers paid for the 2007-2008 heating season was \$2.69 and for the past season just \$2.71, and that includes the capping fee!

Most price watchers recognize that these were excellent prices during those

two heating seasons, and that our Cap contract customers saved money over those who were on a fixed-price contract or no contract at all.

No one knows what will happen this heating season, but customers who are on a Cap contract have the peace of mind of knowing they are protected whether the price of oil goes up or down. We will be offering our Cap contract again starting next April.

Third Annual Home Heating Seminar Slated for April 27, 2010

Mark your calendars! You won't want to miss the third installment in our popular home heating seminar series to be held at the Haston Public Library in North Brookfield on Tuesday, April 27, 2010 starting at 7 p.m. Past attendees have told us that they learned a great deal from the speakers and important topics we have covered with consumers

of home heating oil in mind. This time around, we'll be talking about the new fuel oil line law that takes effect next July, and the current situation with biofuel.

Have a topic you'd like us to discuss? Please call, email or write us with your suggestions, or mention it in our customer survey at www.crowleyfuel.com