

Northboro Oil News

Spring 2020

508-393-6200

PRESIDENT'S LETTER

Working Together Through this Crisis

To our dear friends,

In our company's 67 year history, we have never experienced a nationwide crisis like the coronavirus outbreak. As always, our customers have stood with us as we create a "new normal." For that we say, "thank you." Thank you for understanding that business as usual has been anything but. Thank you for trusting us to continue to care for your home comfort systems, Thank you for the courtesy and concern you have shown to our staff. And thank you, simply, for being a part of the Northboro Oil family.

Mitigating the spread of this disease and keeping our customers and staff safe have been our main concerns these past few months. We have changed our business practices to do so: including scheduling technicians on 24-hour shifts instead of having several working at once, distributing face masks and gloves, following hand washing and sanitizing regimens, and limiting customer interactions. We love our customers, so keeping a safe 6 feet away, refraining from handshakes and locking our office doors to visitors are hard precautions to take, but for now we do as we must.

What hasn't changed is our commitment to offering you the best care possible. **We continue to deliver your heating oil and provide emergency service to your heating and air conditioning equipment.** We also look forward to the near future when we can help you with system tune-ups, upgrades to higher efficiency heating and cooling equipment, installing smart thermostats and other services that help you lower your monthly energy costs.

We pray that you and your family and friends remain safe and healthy. We are – first, last and always – a local, neighborhood business, owned and operated by a family with deep roots in this community. If you need us, we'll be there. Thank you for being there for us.

Sincerely,

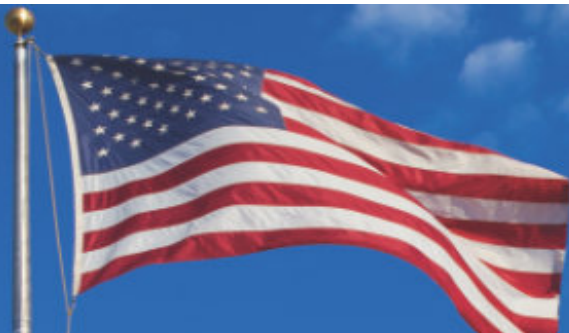


Paul Maney



In Remembrance on Memorial Day

Without big parades or barbecues, the sacrifices of those members of the armed forces who gave their lives for our country are even more poignant this Memorial Day. We remember these courageous and selfless men and women, and extend our thanks to our customers, neighbors and employees who have served or supported those who served, both past and present.



Shield Your Tank with TankSure®



What would you do if you needed to replace your oil storage tank? Most home insurance plans don't cover the \$3,000 or more for a tank replacement. Northboro Oil protects you and your home with TankSure®!

TankSure® proactively shields you from the expense of an emergency tank replacement. It starts with an EPA approved ultrasonic test to identify any internal corrosion that could cause a leak. The good news is with an active service contract you're already covered for \$1,000 and for just an additional \$49.95 a year, you get TankSure coverage for an additional \$1,000.

In most cases we can start your enrollment and complete the ultrasonic testing with little or no face-to-face interaction. Don't wait any longer. **Call us and sign up for TankSure® protection now.**

It's Time to Top Off Your Tank!

Every spring, Northboro Oil sends our trucks out to fill the tanks of automatic delivery customers, and recommends that will-call customers call for a delivery. And every spring our customers ask us why!

There are several good reasons to keeping your oil tank full through the summer each year, and especially this year.

This year, oil prices are lower than they've been in decades, so filling your tank will save you money now and in the fall when prices may be higher. If you are on a budget or capped price plan, these lower prices will reflect on your balance.

Every year, filling your tank protects it from corrosion. Condensation can form inside your tank, and the emptier your tank, the more opportunities it has to accumulate. The water from the condensation is a breeding ground for bacteria and microorganisms. These then can cause sediment build up which can clog your fuel lines. Condensation, bacteria and sediment can also lead to internal corrosion that could seriously damage your tank.

Northboro Oil is here to make sure these issues don't develop! **If you're not already an automatic delivery customer, contact us today to enroll and schedule your fill up.** While you're at it, talk to us about the TankSure® Program (see article above) to protect your tank even more.



Our Heating Oil Helps You Go Green!

The heating oil in your tank may look red, but it's really green! We deliver Bioheat® fuel, which blends renewable biofuels with traditional Oilheat. Using Bioheat doesn't require any changes to your heating system and makes it run more efficiently while lowering your greenhouse gas emissions! Most biofuels are made from soybean or vegetable oils or recycled and rendered cooking and animal fats. Bioheat reduces carbon dioxide and sulfur emissions, so we all breathe easier and make a better world for our children and grandchildren.

Tune Up, Fix or Replace?

Our Quiz Has the Answers for Summer Comfort

You need your air conditioning in top working order for summer comfort – but does it need an annual tune-up, a repair or is it time to upgrade to new equipment?

We've put together a very easy quiz to give you the answers you need!

1. *Did your air conditioning system keep your house cool enough?*

2. *Is your a/c equipment noisy?*

3. *Were some rooms very cold while others were always too warm?*

4. *Did your cooling equipment need a lot of service last year?*

5. *Did your electric bills go up even more than in previous years?*

A. Tune-up, repair or replace could each be correct. We didn't mean to start with trick questions, but each of these issues could mean your system needs an adjustment or be the harbinger of an imminent air conditioning failure! We'll check it out during your annual tune-up, where our technician will clean your system and see if the issue requires additional work. Tune-ups let us spot potential "big" problems before they leave you sweltering in August.

If you need a part replaced, standard replacement parts are stocked on our service truck, so they can be replaced during the initial call. Our technician will also let you know if it's time to upgrade your system. We'll review your **equipment options, financing, and any manufacturer rebates and tax credits** which may be available. A new cooling system will be quieter, more efficient and can lower your summer electric bills for years to come.

6. *Do you have window or wall air conditioning in the house?*

A. REPLACE. Window/wall units are noisy and inefficient. **Ductless mini-split systems are perfect for homes that use individual room units because**

the house doesn't have ductwork. They are cost-effective, highly efficient, can be installed quickly and give you room-by-room temperature control.

7. *Is your air conditioning system more than 10 years old?*

A. REPLACE. If your a/c is more than 10 years old, it may be time to upgrade. It is not as efficient as when it was new, and if produced before 2010 may use R-22 refrigerant (see Question 8). A new central air conditioning system will have smart controls, higher SEER ratings, and multiple speed settings; features that will **reduce cycling, wear and tear, and your electric bills.**

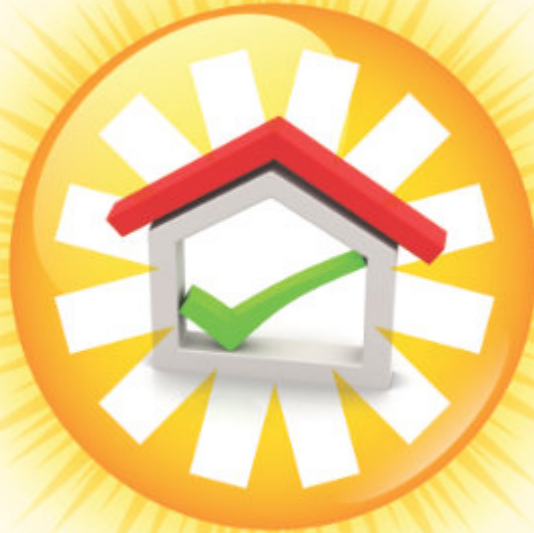
8. *Does it use R-22 refrigerant?*

A. REPLACE. R-22 production and sales have been phased out. If your air conditioning system uses R-22, coolant re-charges have become more and more expensive, and it will only become more costly as supplies dwindle. In addition to being environmentally friendly, your new high-efficiency air conditioning system could reduce your annual utility bills by as much as 30 percent.

BONUS QUESTION:

9. *Do you have an internet connection at home?*

A. If you answered yes, then we have another question: Have you used the convenient My Account portal at NorthboroOil.com? A simple log in lets you conveniently manage your home comfort account with pay online, delivery and service requests, and access to your billing and fuel history. Got a question about your account after hours? No problem! Chances are the answers are online at My Account, and it is open 24 hours a day.



There's no reason to suffer through another humid summer – call us at (508) 393-6200 to see how much we can save you on cooling costs with a new air conditioner.

How May We Help You?

At Northboro Oil, we're always happy to provide you with any information that you need. Please fill out this form and return it to us. One of our representatives will be in contact with you as soon as possible.

Yes, I'd like to ...

- ☐ Install a new ductless mini-split air conditioner
- ☐ Upgrade to a new, high-efficiency Central Air Conditioner
- ☐ Enroll in Automatic Delivery
- ☐ Find out more about Heating Oil Plus™
- ☐ Enroll in a Service Plan
- ☐ Enroll in a Budget Plan
- ☐ Receive my invoices via email

My email address is:

How else may we help you?

Name:

Address:

Phone:

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Northborough, MA 01532
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A Budget Plan Takes the Worry out of Winter

With the uncertainty all around us, we know that many of our customers are concerned about their winter heating bills. We are here to help, and our budget plan is one of the best ways for you to take care of your home and family in the months to come.

You use about 80 percent of your heating oil for the year between November and March. But with a budget plan, you don't have to pay for it all during those months. We will estimate how much fuel you'll need all year and then divide the cost by 12. You make the same monthly payment every month, even when you need two deliveries in a billing period!

Your budget plan means **you have predictable expenses each month, heating costs won't strain your finances in the middle of the holidays, and you can plan your savings and expenses for the year more accurately.**

Even better, your monthly budget will reflect the low prices forecasted for the winter, so it will be even lower than in previous years. Call us today to discuss your budget options, and take one thing off your "worry list."