

Northboro Oil News

Fall 2020

508-393-6200

PRESIDENT'S LETTER

We Appreciate Your Patience and Trust

Throughout the pandemic we have continued to work hard on maintaining your comfort, but we understand that it is now more important than ever that we reach all of our customers for their tune-ups and other home heating needs as the heating season preparations begin.

Navigating the COVID-19 outbreak has been an obstacle for everyone. For us it introduced new challenges to overcome and lengths to go to when it came to keeping our employees and our customers safe and healthy, such as:

- ✓ Wearing masks and gloves during service calls
- ✓ Practicing social distancing at all times
- ✓ Cleaning tools, equipment and vehicles more frequently
- ✓ Performing temperature checks for all employees

With that in mind, we are working as quickly and efficiently as possible to get to every home in a timely manner. **Additionally, we ask that if anyone in your home has tested positive for COVID-19 to please call us immediately to reschedule any scheduled service calls.**



Everyone has been pushed out of their comfort zones because of the pandemic. We appreciate your patience during this time and want to assure you that we are on our way to answer your calls.

In the meantime, we hope you continue to trust us for all of your heating equipment maintenance and upgrade needs, automatic Bioheat® Fuel deliveries, and comprehensive service contracts that improve and maintain your heating system's performance year after year, and more.

We look forward to helping you and your family stay safe, healthy and comfortable this heating season, and bringing a little normalcy back into your lives with our heating services!

Sincerely,

A handwritten signature in black ink, appearing to read 'Paul Maney', written in a cursive style.

Paul Maney

Keep Those Paths Clear!

If it snows this heating season, we ask that you try to keep a clear, ice-free path to your fill pipe or fuel storage tank so that our delivery drivers can access it quickly. Not only does this help you and your neighbors by speeding up the delivery process, it keeps everybody safe!

We greatly appreciate your cooperation and hope you have a wonderful fall and winter!





The Ways You Save With an Upgrade

As time goes on, technology continues to get better – even the technology found in home heating equipment is always improving! That's why upgrading your heating system can actually help you save money. Wondering how? Well, let us show you!

Improved Efficiency

The higher your heating system's efficiency rating, the less fuel it consumes to produce heat, lowering your heating costs. New equipment tends to boast efficiency ratings as high as 90%, and upgrading can lower your fuel needs considerably.

Improved Operation

Advanced technology allows modern heating equipment to operate more effectively than older models. Additionally, because the equipment is new and has less wear and tear, repairs will be needed less frequently, lowering maintenance costs.

Upgrading doesn't just save you money, either! With a new heating system, you'll also enjoy:

Improved Air Quality

The variable speed motors featured in today's heating equipment allow for a constant flow of air – this and improvements made to the filtration systems within the equipment lead to better indoor air quality.

Improved Comfort Coverage

As your heating equipment ages, you may find some parts of your home are not getting as warm as in past years. Upgrading to a new system can get rid of cold spots.

Overall, upgrading your heating system is a surefire way to improve every aspect of your home comfort during the heating season. Interested in finding out more? Give us a call at 508-393-6200 or contact us online at NorthboroOil.com.

Looking Back at Your AC System

How well would you say your AC held up this past summer? We'll help you assess your air conditioning system's performance and, if necessary, offer ways you can improve it for next year!

Here are just a few indicators that there might be a problem with your current AC system:

- **Rising Utility Bills** due to degrading efficiency, which often occurs with older systems
- **Strange Noises** from your cooling equipment
- **Poor Humidity Control** that left you uncomfortable
- **10+ Years Old** is when systems often need to be replaced

If you noticed one or more of the above issues with your cooling equipment this past summer, you have options:

Schedule Maintenance

A well-maintained system will last longer, run efficiently and properly balance the moisture in the home. Your AC equipment should receive a regular tune-up at least once a year!

Equipment Upgrade

If maintenance can't fix the problem and your equipment continues to let you down, a complete upgrade might be the way to go! Upgrading your cooling system will boost the efficiency – significantly lowering your cooling costs – and operation of the equipment, and ensure years of better comfort.

Is your AC in need of maintenance or a complete overhaul? Let us help you determine your next move! Call or contact us online today to get started.





WE DO HEATING OIL DIFFERENTLY

When you receive your heating oil deliveries from Northboro Oil, you're not getting just any run-of-the-mill heating oil! There's more to our fuel than meets the eye – and here's what we want you to know about it!

Heating Oil Is...

- ✓ **Safe.** It is non-explosive, making it a very safe fuel to store on your property
- ✓ **Clean.** Reduced sulfur content and the introduction of biodiesel has significantly reduced greenhouse gas emissions
- ✓ **Efficient.** Heating systems that rely on heating oil are highly efficient, saving homeowners on heating costs and reducing fuel waste
- ✓ **Accessible.** Heating oil is derived from crude oil, much of which is produced right here in the U.S. and throughout North America

What's more, our heating oil – known as Heating Oil Plus™ – uses a multipurpose additive that...

- ✓ Keeps heating systems clean
- ✓ Enhances burner performance
- ✓ Simplifies maintenance

Finally, let's talk about biodiesel and Bioheat® Fuel!

Biodiesel is a fuel made from renewable resources, such as soybean oil, corn oil, and other plant-based oils, and when



it's blended with heating oil it becomes Bioheat Fuel – an alternative, green, clean-burning home heating fuel. Some of the benefits of using Bioheat Fuel include:

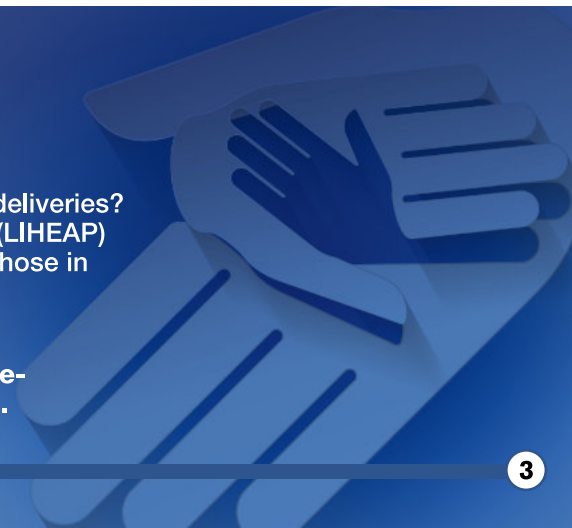
- Helping the system operate at peak efficiency
- Reducing the need for service calls and maintenance
- Cleaning and lubricating the system to extend equipment life
- Reducing greenhouse gas emissions

The fuel we deliver to our customers is actually more complex than it might appear – and that's a good thing for homeowners and their heating equipment! Contact us online or call to learn more about the fuel we deliver, and sign up for automatic delivery to keep your storage tanks full all heating season long.

LIHEAP: Helping Those Who Can't Stay Warm

Do you, or someone you know, struggle with paying for heating repairs or fuel deliveries? There's a way to get help! The Low-Income Home Energy Assistance Program (LIHEAP) is an energy assistance program funded by the federal government that helps those in need of financial assistance when it comes to costs related to home heating.

LIHEAP is run by the Massachusetts Department of Housing and Community Development. Visit mass.gov/service-details/learn-about-low-income-home-energy-assistance-program-liheap to see if you're eligible for assistance.



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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Top 5 Reasons to Purchase a Service Contract

At Northboro Oil, we strongly suggest our customers sign up for a Service Contract for their heating systems! Here's why it's important:

- 1.** Includes preventative maintenance to keep your equipment in tip-top shape
- 2.** Reduces the risk of unexpected break downs mid-season
- 3.** Discounts the cost of repairs to many major components
- 4.** Extends the equipment's lifespan
- 5.** Offers peace of mind in knowing your heating system is working properly

Protecting the integrity of your heating system with a Service Contract is easy! Enroll in a Service Contract soon to guarantee your comfort this winter.

