

# The Heat Beat



Fuel: 410-876-6800 or 1-866-TEVIS-OIL

www.tevisoil.com

Heating & Cooling: 410-876-2200

## Message from the President



I don't think this will help in the long run, but if it makes you feel better today....

All joking aside (and I am joking about the apple thing), it has been a tough, tough winter! Tevis employees, myself included, take no pleasure from the high prices you have had to face this season. We truly understand how hard it has been for many of our customers. And it's not just heating costs - it seems like we're being hit from every side!

Because our costs are driven by the price of crude oil, there is little we or anyone can do to lower your fuel prices. (And believe me, if we could, we would!) But we can help soften the impact high prices have on you.

The best opportunities to take control of your fuel costs come in June and July, as one full heating season comes to a close, and another one begins. While it may seem odd, the benefits of preparing ahead will be very apparent come December, January, and February! Here's the game plan:

**June:** If you are not currently on a Custom Monthly Payment Plan, make this a priority! CMP is, without a doubt, your best defense against high fuel prices! It takes your entire estimated fuel cost for the new season, and divides it into eleven equal and more manageable monthly payments. Most customers will receive a CMP letter in June

containing a monthly payment amount calculated specifically for you, based on your usage. Your first payment will be due in July.

**July:** The TLC Price Protection program is announced. Price Protection sets a cap or a "ceiling" on your oil price, and is available to customers who are on both automatic delivery and CMP. With Price Protection, your price cannot go any higher than your cap; however, if the regular price of oil is below your capped price at the time of your delivery, you get the benefit of the lower price. Typically, the lowest caps are available in the summer. And while savings are never guaranteed, this season TLC customers have saved an average of \$250 each. There is an enrollment fee to participate in TLC Price Protection, and as in years past, we will renew current TLC participants automatically. Look for your TLC letter sometime in July.

**September:** As the weather begins to cool, take some time to check the insulation in your attic, and look for places where warm air might escape. (This is also good to do in the spring, since cool air tends to escape your home in the summer through the same passages that warm air escapes in the winter.) Also be sure to have your oil burner tuned up annually. (Upgrading to a more efficient system could save you up to 30% on your oil consumption — it's something to think about.)

We never take your business or your loyalty for granted. No matter what, we will continue to work tirelessly and efficiently to provide you with superior quality and service, at competitive prices. If we can be of any assistance in your pre-season planning, please do not hesitate to contact us!

*Jack*



## Bio-Rhythms: The Bioheat Story Unfolds

We are pleased and amazed at the amount of interest our new Bioheat product has generated this year! Both new and long-time customers tell us they are happy to know we offer Bioheat, even if they haven't chosen it for themselves.

Up until recently, price has been the biggest obstacle keeping interested customers from moving to Bioheat. That obstacle has been diminishing in recent months, however, because the price of biodiesel has not increased

as sharply as petroleum has. As a result, the difference in price between Bioheat and our standard Lower-Sulfur Heating Oil has narrowed significantly. (Tevis Bioheat is made from a 5% blend of domestically-produced soy biodiesel and our lower-sulfur heating oil.)

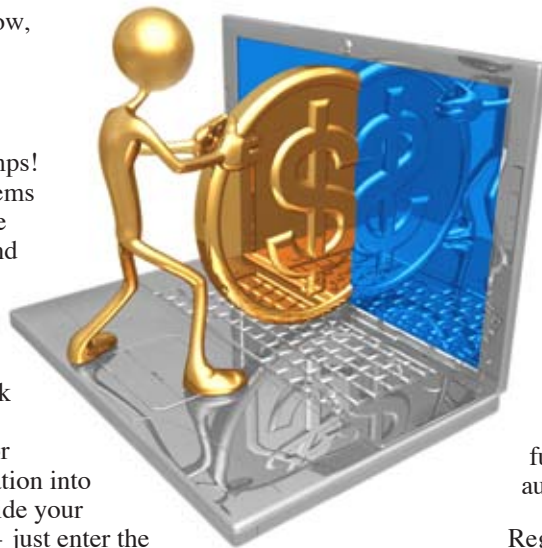
We can't guarantee this trend will continue, but if you've been thinking about giving Bioheat a try, there's never been a better time!

# Save a Stamp – Pay Online!

Remember when stamps used to be fun? Now, like so many other things, they're just plain expensive.

If you have a computer with an Internet connection, we can help you save your stamps! Both your Tevis and Modern Comfort Systems accounts can be paid online using the online payment feature on our website. It's easy and secure! In fact, we receive thousands of online payments each year.

To pay online, go to our website ([www.tevisoil.com](http://www.tevisoil.com)) and click the "pay online" link in the upper right corner of any page. From there, select your payment method (check or credit card) and enter the requested information into the online payment form. You can even divide your payment over multiple payment methods — just enter the specific amount you want applied to each online transaction.



And if you're wondering how you make an online payment via check, it's easy! You'll be asked to key in the first two sets of numbers found at the bottom of your paper checks. The first nine numbers are your bank's routing number, and the second set is your account number. (The last set, which should not be keyed in, is the check number. You'll notice it matches the number in the upper right corner of the check.)

If you participate in CMP (Custom Monthly Payment Plan), we recommend our Worry-Free EFT for ultimate convenience making your monthly payments. With EFT (electronic funds transfer), the same monthly payment is automatically withdrawn on the 15th of every month.

Regardless of which payment method you choose, you'll be saving paper as well as a stamp!

## Tevis Think Tank *Is a New Oil Tank in Your Future?*

If so, check out these tanks of the future, available today! Either is a great choice for anyone looking to replace an aging oil tank.

- ROTH double-wall tanks are designed to offer the highest level of environmental protection. The inner tank is made of high-density polyethylene that is seamless and absolutely leak-proof and corrosion-resistant. For maximum protection, the outer tank is made of leak-proof, galvanized steel, which is capable of containing at least 110% of the capacity of the inner tank.



Installed indoors or outdoors, its upright design (about the size of a refrigerator) makes for an easy fit in places that would be impossible for a conventional steel tank. Therefore, if you are remodeling your home or finishing a basement, a Roth tank may be a great choice for you! Roth tanks also come with a \$1 million clean-up protection policy.

- ZCL tanks are made of UV and fire resistant fiberglass that will never rust, and they are covered by a 30-year replacement warranty. ZCL tanks can be installed indoors or outdoors, and have dimensions that are very comparable to conventional aboveground oil tanks.



With its light-colored surface, we're thinking it would be a perfect canvas to paint a colorful garden or an animal, like a cow or a hippo!

We will continue to offer regular steel tanks as a replacement option. And remember, if you have an aboveground tank that's in good shape, we now offer a Tank Protection Plan, which we introduced in the Fall 2007 issue of The Heat Beat.

To learn more, please come to our free seminar on Thursday, April 17 (see Survey Says, p. 4). You may also call us, or visit our website for more information.



## Bio-User Spotlight: Black Ankle Vineyards

In May of 2002, Ed Boyce and his wife, Sarah, purchased an historic farm on Black Ankle Road in Mount Airy. Having searched more than a year for the perfect site, this purchase was a major milestone in the fulfillment of their dream to create a new kind of winery in Maryland. Using the principles of sustainable farming, Ed and Sarah produce all of Black Ankle's wine exclusively from grapes grown in Maryland, on their own vines. In fact, each of the 42,000 vines they began planting in the spring of 2003 is tended by hand at least five times during the growing season. Ed and Sarah believe that grapes grown in harmony with nature make the best wine.



*Winemaker, Ed Boyce, stands among barrels of aging Cabernet Sauvignon, Cabernet Franc, Merlot, Syrah, and Malbec.*

That's where Tevis comes in. Black Ankle's commitment to eco-friendly farming includes the use of B99 soy biodiesel in their farming equipment, which Tevis delivers to them. (B99 contains 99% biodiesel and 1% petroleum diesel.) The environmental benefits of biodiesel are two-fold: 1) it produces substantially lower "greenhouse gases" than petroleum diesel; 2) made from domestically-grown soybeans and other vegetable or animal fats, biodiesel is a renewable energy source that produces 3 to 7 times more energy than is consumed in its production.

Ed admits that while there are, indeed, many pluses to using soy biodiesel at Black Ankle, including its biodegradability and a much quieter tractor, there is also a downside. He says, with a laugh, "we are always hungry around here — the exhaust from the tractor smells just like French fries!" (We can definitely see how this could become a problem! Is there a wine that pairs well with French fries?)

Just down the hill from their winemaking facilities is a lovely, old brick farmhouse, which is heated with Bioheat. In addition to the benefits of using a "greener" heating fuel, Ed notices that his oil burner is a lot cleaner. And cleaner is definitely better!

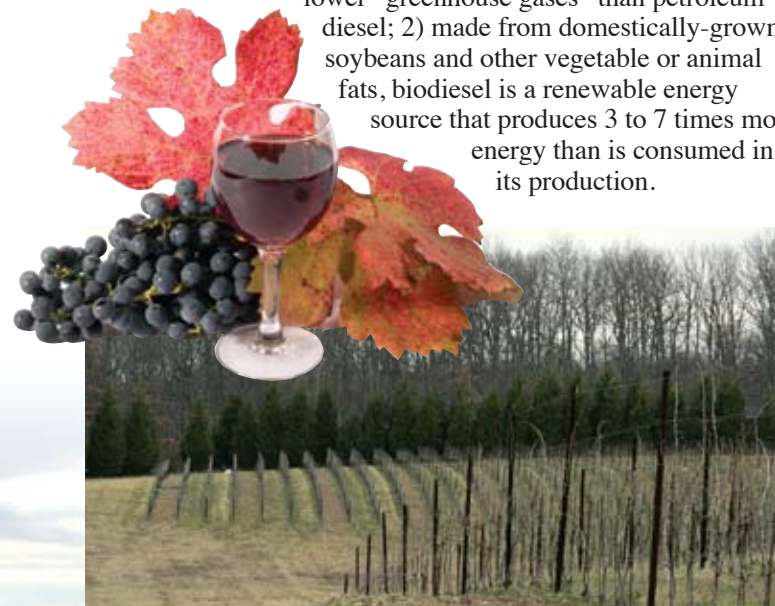
Black Ankle also uses propane (another "green" energy source) for heat, hot water, and cooling of the actual winery building, which is situated behind the old white barn pictured below.

In speaking with a local historian, Ed and Sarah learned that portions of this barn likely date back to the late 1700's or early 1800's, while the house is believed to have been built around 1860. Ed speculates about the 60-year (or so) age difference between the two buildings, but all that is known about this old farm is what is there now, and their vision for its future. (One could also speculate that the farm has never been happier!)

Black Ankle Vineyards will introduce their first bottled wines this summer from their 2006 harvest. Tevis is delighted to play a small role in their success and commitment to quality. For more information about Black Ankle Vineyards, please visit their website, [www.blackankle.com](http://www.blackankle.com).

Do you have a biodiesel or Bioheat story you'd like to share with us? We'd love to hear from you!

Just go to [www.tevisoil.com](http://www.tevisoil.com) and click "contact us."



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## The Heat Beat Soon to Go Electronic



To help reduce our own paper consumption, we are exploring ways of sending The Heat Beat and other correspondence via email to those of you who would prefer that over regular mail. But don't worry! If you would still like to receive The Heat Beat in your mail box, not your computer's "in box," we will continue to print and mail The Heat Beat to all customers who do not specifically request to receive it via email.

To opt in to receive email correspondence from us, please use the enclosed survey card, or go to [www.tevisoil.com](http://www.tevisoil.com) and click, "Sign Up Here For Tevis eNews." We promise to keep the information we send helpful and timely, and we will not barrage

you with excessive emails. Nor will we share (or sell) your email address with (or to) anyone!

We're interested to know what you think about this, so please send in your survey card! You'll be entered to win your choice of a programmable thermostat, including installation, or a 1-year service plan on any single piece of heating or cooling equipment. Please see "Survey Says" below for details.

If you ever want to refer back to a previous issue of The Heat Beat or The Pilot (our annual propane newsletter), they are available on our website. Just go to [www.tevisoil.com](http://www.tevisoil.com) and click "about Tevis" from the main menu; then click "download our newsletter."



## SURVEY SAYS!

In the Fall 2007 edition of The Heat Beat, we asked what types of seminars you might find helpful. Many of you chose several topics; therefore, we have combined them into one comprehensive seminar covering the following: *Going Green with Bioheat and Propane, Tankless Hot Water Heaters, What's New in Oil Tanks, and Can I Save Money By Upgrading My Equipment.*

This seminar will take place on **Thursday, April 17 at 7:00 PM**, at Modern Comfort Systems (100 Airport Drive, Westminster). Light refreshments will be served.

In order to prepare seating and materials, we ask that you register online at [www.tevisoil.com/seminar](http://www.tevisoil.com/seminar), by calling **Modern Comfort Systems** at 410-876-2200, or by visiting our booth at the Carroll County Home Show, April 5 & 6.

Depending on the level of interest in this event, we may schedule additional seminars at locations that are more convenient for our Baltimore, Howard, and south Carroll customers. (If you think you would attend this seminar at another location, please indicate this on the survey card, online, or by visiting us at the Home Show.)

As always, your feedback is extremely important to us. Please complete and return the enclosed survey card by May 1, 2008 to be entered to win your choice of a programmable thermostat, including installation, or a 1-year service plan on any single piece of heating or cooling equipment. Both are designed to help you conserve energy. **To be eligible, please complete and return your survey card by May 1, 2008!** *Blank entries will not be included in the drawing.*