

THE Heat Beat

FALL 2009



FUEL: 410-876-6800 or 717-632-3400

WWW.TEVISOIL.COM

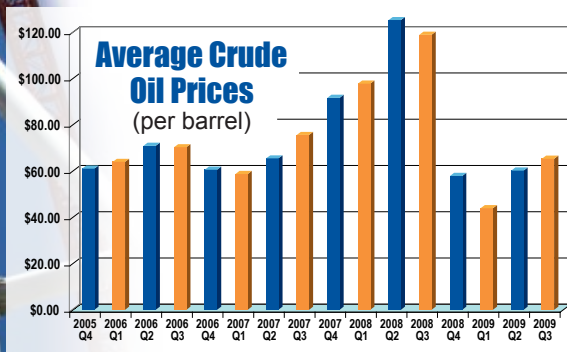
HEATING & COOLING: 410-876-2200

Message from the President



Boy, did we dodge a bullet last winter! I'm sure you need no reminding that this time last year we were staring at \$4.00 per gallon for heating oil and an uncertain winter, which turned out to be much colder than normal. Then, for reasons too numerous to list, the price of crude oil dropped from its high of \$147 per barrel to \$35 in a matter of just a few months. (It felt a lot like the *Storm Runner* coaster at HERSHEY PARK, only much scarier!)

For now, the prices seem to have found a balance somewhere between these two extremes. To a large extent, our slow economy is keeping energy prices in check. But, when our economy bounces back (and I do believe it will), so will energy prices.



In other words, we are on the low side of energy prices right now. Even with innovations in green energy (which is essential, but not cheaper), I expect we will see a long and slow upward climb in energy prices - maybe not to last year's levels, but higher than they are now. We will also see occasional spikes, as the world continues its ongoing process of reshaping itself.

So my message to you this season, in these tough economic times, is the same as last year's message, when we faced inflated energy prices: *prepare, conserve, communicate*.

- **Prepare** by taking advantage of CMP (Custom Monthly Payment Plan) now, if you haven't done so already!
- **Conserve** by reducing your energy consumption whenever and wherever possible!
- **Communicate** by calling us if you are having difficulties. We will work with you to develop a solution that keeps you warm through the winter.

Nothing matters more to us than your comfort and well-being. We will continue to work tirelessly to meet and exceed the levels of service and quality you expect from us.

Sincerely,

Jack Tevis

Oil Heat...It's Warm. It's Clean. It's Here!

While it's important to plan for the future, there's something to be said for living in the here-and-now. In fact, we don't do it often enough. But enjoying the comfort and value your oilheat provides is a great place to start! Here's why:

Nothing compares to the immediate comfort oilheat provides! Oil has the highest BTU content of any heating fuel, which is why it is so effective. By comparison, it takes almost 50% more natural gas to produce the heat that oil provides. And when temperatures drop below 40 degrees, electric heat pumps can't compete with either.

Oilheat is clean! The EPA affirms that oil is one of the cleanest burning heating fuels available, with carbon dioxide emissions comparable to those of natural gas. On average, oilheat is twice as clean as electricity.

Oilheat gives you more heat for your money! Energy is expensive, and will continue to be. But depending on where you live, the cost to heat with oil is about half the cost to heat with electricity. Currently, oilheat and natural gas are very comparable in price, although historically, oilheat is less costly than natural gas.

Oilheat is friendly! It's nice to receive energy from a company that is able to give you the personal attention you deserve. We like serving you, and we hope it shows!

Sure, we need to invest in renewable energy, but we also need to heat our homes *today* - or within a few short weeks anyway! So, let's enjoy what is and will *continue* to be a great heating fuel for many years to come!



Converting a Wood Fireplace to Propane

With chilly weather just around the corner (and a woodpile that is low from last winter's heavy use), this is the time of year many people begin thinking about converting their wood fireplaces to propane.

Propane's click-of-a-button convenience is undeniable, especially when you consider that one gallon of liquid propane will run a 30,000 BTU fireplace for a minimum of 3 hours. This is equivalent to about 20 pounds of firewood! A properly installed propane fireplace also produces much lower emissions than its conventional wood-burning counterpart, and leaves no ash, soot, or wood debris. Here are answers to our most-asked questions:

Q: What type of fireplace unit do I need?

A: The unit you select will be determined by the primary function you want your fireplace to serve. In general, log sets are designed for beauty and ambiance, and inserts are designed to produce heat. Log sets will produce some heat, but that is not their primary function. Inserts, on the other hand, are specifically designed to generate heat. There are many choices within these two categories to meet most preferences.

Q: What size propane tank will I need, and where will it be located?

A: A 120 gallon tank is the minimum and recommended tank size for a residential propane fireplace. Tank location is determined by homeowner preference, as well as county and federal codes. A trained and safety-certified Tevis employee will evaluate your site and walk you through your installation options.

Q: What is the installation process?

A: Upon your acceptance of our proposal, installation will be scheduled. We will set the tank and run the supply line to the fireplace location. Once the fireplace unit is installed, the first county inspection will be performed. When we are notified that the tank and line have passed this inspection, we will return to connect the propane line to the unit, fill the tank with propane, and perform a GasCheck to ensure proper operation of the entire system. A final county inspection will then be performed. You or an authorized representative must be present for both inspections, as well as the GasCheck.

Q: Do you sub-contract any work?

A: All tank and line work is performed by specially-trained and experienced Tevis employees. If you're handy, you can install the unit yourself, or it can be installed by your supplier.

Q: How much will my propane installation cost?

A: Every installation is different. Costs vary by homeowner preferences and county inspection fees. There is no cost for an estimate, and we will present you with a detailed cost proposal during our site evaluation. (Fireplace units vary in cost, so please check with your supplier.)

If you would like to inquire further about a propane installation, please call our propane installation team at 410-239-9515. Ask us about super-efficient tankless propane water heaters also!

Winter Office Hours Start Back Up

For your convenience, our winter office hours will begin in October and run through March, depending on seasonal conditions.

Monday – Thursday: 7:30 am - 9:00 pm
(7:30 am - 8:00 pm in April – September)

Friday: 7:30 am - 5:00 pm (all year)

Saturday: 8:00 AM - Noon
(October – March only)



Equipment: Repair or Replace?

It's a reality every homeowner eventually faces - the need to repair or replace some portion of their heating & cooling system. The trick is deciding when to repair and when to replace. While there are many factors to consider, the three major ones are: *system life expectancy*, *current condition*, and *energy efficiency*.

Life expectancies of heating and cooling systems vary widely by type, as well as level of maintenance, and fuel quality. A well-cared-for system will often operate beyond its average life expectancy. (Many of our customers are experiencing this first-hand!)

What is the *current condition* of your heating and air conditioning system? Regardless of its age, is it holding strong, or is it limping along? Does it experience frequent and costly break downs? Do you worry about its reliability? If so, it may be more cost-effective to replace.

During the past few years, manufacturers have made tremendous improvements in the *energy efficiency* of their systems. If your oil furnace or boiler efficiency is in the mid 70% range, you may want to consider upgrading to a higher efficiency system.

In addition, if you heat a portion of your home with a heat pump, many of the new units use as little as half the energy of their predecessors, creating an energy savings that will pay for an upgrade within a relatively short period of time. Some of these systems may even qualify for a federal tax credit of up to \$1,500. Additional manufacturer rebates, as well as the BGE Smart Energy Rebate program can also shorten the payback time.

We have put together a *Repair or Replace Guide*, which can be downloaded at www.moderncomfortsystems.com. You can also ask our technician to complete this guide for you on your next service visit. Or if you would like one of our Comfort Specialists to do an honest, no cost evaluation of your heating and cooling system, please call Modern Comfort Systems at 410-876-2200.

Equipment Service Plans - A Great Investment!

In addition to major savings on system repairs and replacements, we find that systems covered by our service plans use less energy, need fewer repairs, and last longer than those without coverage. That's because both our **Total Care** and **Comfort Plans** include annual preventative maintenance at no additional cost. With either plan you also get guaranteed same-day service on no-heat calls received before 5 PM, and priority service on all other types of calls.



Which Plan is Right for You?

Total Care Plan - recommended for systems 5 years and older. It includes:

- 100% coverage (parts and labor) on a comprehensive list of repairs
- 15% discount on all other repairs
- Annual preventative maintenance

Comfort Plan - ideal for systems no longer covered by their manufacturer's warranty it includes:

- 15% discount on all repairs
- Annual preventative maintenance

We have a plan for every type of system, and the cost of any plan can be rolled into your CMP (Custom Monthly Payment Plan). Please call 410-876-2200 for costs and a complete list of parts covered under each type of plan.

On the Web

Our website www.tevisoil.com is much more than a way to welcome new customers. Current customers will find a variety of convenient features there as well! Here are just a few:

- Online account payment via electronic check or credit card

- Online enrollment in a CMP
- Current promotions and rebates on new heating and cooling equipment
- Help troubleshooting common heating and cooling problems
- Energy conservation tips
- Ability to send us an email

- Back issues of The Heat Beat and The Pilot
- A link to our new Facebook page
- A link to the Jiffy Mart website to check gift card balances and print in-store coupons!

These features can be accessed from our homepage. Just click Perks For Customers!

Tevis Oil, Inc. • P.O. Box 26, Westminster, MD 21158
Fuel: **410-876-6800 • 717-632-3400 • www.tevisoil.com**
Heating & AC: **410-876-2200**



Gift Cards are HERE!

Jiffy Mart gift cards can now be used to purchase any of the Tevis Oil products and services!
www.jiffymarts.com



See You at HERSHEY PARK... and on Facebook!

Tevis Customer Appreciation Day at HERSHEY PARK is Saturday, Oct. 3, 2009!

If you haven't purchased your tickets, the last day to do so is Friday, September 11. Quantities are limited, however, so please visit our website or call 410-876-6800 to ensure availability. *(Please note, tickets cannot be reserved by phone or online.)*

For those of you joining us at **HERSHEYPARK**, we will be posting photos on Facebook, and we invite you to share yours too! There are two ways to share your photos with us: become a "fan" of **Tevis Oil & Propane** on



Facebook and upload them directly; or send them to **info@tevisoil.com** by Friday, October 16, 2009 and we will post them for you. Please include a brief description of your photo.

We hope to use Facebook as another way to build strong relationships with our customers, and **Customer Appreciation Day** is a fun way to get started!

Show Your Colors By Going GREEN with BIOHEAT.

Made from a 5% blend of biodiesel and our own lower-sulfur heating oil (an exceptional product in its own right!), Bioheat combines two great products into one.

Here are some reasons to feel good about using Bioheat:

- Bioheat has the highest BTU content of any alternative heating fuel, giving you the same satisfying warmth as heating oil!
- Bioheat increases our use of domestically-produced, renewable energy sources!
- Bioheat lowers greenhouse gas emissions!

- Maryland Bioheat users are eligible for a \$.03 per gallon state tax credit of up to \$500 per year, through 2014. (The tax form can be printed from our website.)

Because Bioheat can be mixed with the oil you already have in your tank, you can begin using Bioheat immediately! Absolutely no equipment modifications are needed.

Switch to Bioheat between now and November 1, 2009, and we'll help you show off your colors with your choice of a handy grocery tote or umbrella! Call us at 410-876-6800, or click the Bioheat link on our website. Your tote or umbrella will be delivered to you with your first Bioheat delivery. Automatic delivery is required.

