

The Heat Beat



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

www.tevisoil.com

Heating & Cooling: 410-876-2200

Message from the President



Welcome to our post-season issue of *The Heat Beat*. (Well, almost...)

We are all thankful oil prices did not stay as high as they were last summer (and last winter), and even dropped 40% before cold weather arrived this season. And although the 2008-2009 heating season has been significantly colder – 26% colder than last year

– Tevis customers increased their usage by only 7% over last year!

This is good evidence that your conservation efforts, such as spot heating, turning down the thermostat, sealing up those places where you can feel the wind coming through, are paying off. We encourage you to continue these strategies, both now and in the future, as we may see rising fuel costs again.

In today's economy, we are all looking for ways to stretch our dollars. Tevis Oil is no exception. As a business, we need to be good stewards of the resources we have, so we can continue to serve you with the most value for the lowest cost possible. Tevis Oil was founded in 1932 – in the depths of the Great Depression – and we have weathered every economic storm since. We credit our vitality to you – our valued customers who have blessed our enterprise with your trust and continued patronage. While the world economy is currently experiencing a storm, locally our commitment to providing you with the best service and value is unwavering.

Thank you! We appreciate your business!

Sincerely,

Jack

How'd you DO that??

Your conservation strategies worked like magic! Using the postcard from the Fall 2008 issue of *The Heat Beat*, customers said their energy-saving plan included the following *tricks*:

- Turning down the thermostat – 59%
- Improving insulation – 10%
- Using alternative heat sources – 9%
- Closing off rooms not in use – 6%
- Replacing windows – 6%
- Wearing warmer clothing – 5%
- Upgrading equipment – 3%
- System tune-up – 2%



We should point out that far more than 2% of Tevis Oil customers get their systems tuned up. But because a tune-up is something many do faithfully every year, they don't consider it a new savings strategy. **The oil industry estimates that an annual system tune-up lowers your oil consumption by 5%, and extends the life of your equipment by as much as 10 years!**

Important News About Your Air Conditioning System

The EPA has instituted a phase-out in the production of R22, the refrigerant used in most AC systems. Although its replacement, R410A, is more eco-friendly, it cannot be used in systems that use R22. To learn what this may mean to you, please attend our Customer Seminar on April 16, or inquire when you schedule your AC tune-up.

Nothing drives up your electric bill like an inefficient AC system – new or old. A precision tune-up of your system is important to help keep energy costs down and ensure that your system is ready to go to work on that first scorching day in May or June! Call us as soon as possible to schedule!



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Don't Agonize...Customize

Of all the tools we offer to make comfort convenient and affordable, our Custom Monthly Payment plan reigns supreme! With CMP, you never have to worry about paying for an entire fuel delivery in one payment, or timing deliveries with your cash flow.

We design your CMP specifically for you (based on your past usage and any preferences from the previous season) and divide the estimated cost of your deliveries for the new season into eleven equal monthly payments.

You then have several options for further customization, including payment method, number of payments (up to eleven), and sometimes even payment amount. You can also roll the cost of equipment service plans and Price Protection into your CMP, making the peace of mind they provide even more affordable.



To get the most from your CMP, please keep these important tips in mind:

- The 11-month CMP cycle begins in July. For the lowest monthly payment amount, set July as your CMP start month.
- Know your CMP balance. If it is not printed on your delivery ticket, please call us for a current balance.
- If you think payments are not keeping pace with the cost of your deliveries, or your usage has changed, please call us so we can adjust your payments up or down.
- June is catch-up month. If your total payments and credits, including interest, are greater than the cost of your deliveries, we will issue you a refund or credit for the difference. If your payments and credits are less than your deliveries, the difference is due in June.

If you have not taken advantage of CMP before, your opportunity to do so is right around the corner. Please look for your CMP letter in June, or pre-enroll at our Customer Seminar on April 16 (see below).

Customer Seminar - *Back by Popular Demand!*

Due to the success of our 2008 seminar, we will be holding our 2nd customer seminar on **Thursday, April 16, 7:00 p.m. at Modern Comfort Systems, 100 Airport Dr, Westminster.**

In addition to a variety of information tables, including a Customer Service table, we will be conducting talks on the following topics:

- **Honest Answers About Fuel Prices**
- **R410A & What it Means For Your Cooling System**
- **Propane – Indoor & Outdoor Uses**
- **BIOHEAT – Is It Right For You?**

This seminar is FREE and light refreshments will be served. Please register online at www.tevisoil.com/seminar, by calling 410-876-2200, or by visiting us at the Builder's Show in Timonium on March 25 or the Carroll County Home Show on April 4 and 5.

If you cannot attend this event, please contact us with any questions you may have.

