

# Heat Beat



FALL 2010

tevis  
oil  
Since 1932

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

WWW.TEVISOIL.COM

HEATING & COOLING: 410-876-2200

## Message from the President



### Better, Faster, Stronger... than EVER!

This has certainly been a year of extremes! From record snow to record heat, I think we've seen it *all* this year. I'm happy to say, Tevis Oil, Tevis Propane, and Modern Comfort Systems are *better* as a result.

In our Spring issue we talked about how we successfully pulled through the February blizzards to deliver heating oil and propane in a timely manner to both Tevis Oil and Tevis Propane customers. In this issue I'd like to recognize the outstanding work our HVAC company, Modern Comfort Systems, has been doing to take customer satisfaction to

an all-time high. I enjoy seeing first-hand the many ways they are going from good, to *better*, to GREAT! For example, during this summer's intense heat, every new or existing customer received *same-day* service, when the norm elsewhere was at least four days, if not longer.

Not only is this a testament to the dedication and experience of our technicians who worked many long hours to help every customer who needed us, it is a result of low turn-over, a well-equipped on-site training center, and a team structure that has been carefully built over the last few years. In addition to twenty skilled technicians, this structure includes two Field Supervisors, and a Technical Specialist who intervenes in the most difficult situations. This approach not only supports technicians in their daily work and builds upon their skills; it enables everyone to serve you better and faster all year long!

Even if we never experience such weather extremes again, our goal will always be to provide you with *extreme* levels of service! We know we won't always be perfect, but we will always make it right.

We look forward to serving you!

Sincerely,

*Jack*

Jack Tevis



## Facebook, and Twitter, and Texting... oh, my!

Did you ever wish you had another way to communicate with us and get important information more quickly? If so, then our Facebook page is the perfect place to share your feedback, get information, and just see what we're up to! In addition, Facebook and other social media, enable us to communicate important weather-related or service information to you in real-time.

Whether it's Facebook, Twitter, LinkedIn, email, or text messaging, you can choose the media you like best, and we've made it easy to connect! Just go to [www.tevisoil.com](http://www.tevisoil.com) and click the **CustomerConnect** button to get started.

CustomerConnect also gives you access to the easiest way ever to take advantage of our \$50 Customer Referral Program! And if you connect by October 15, 2010, we will enter you in a drawing for an additional \$50 credit on your account!

To ensure we are able to match your CustomerConnect information with your account, CustomerConnect will ask for your account number, which is shown above your address on page 4. We look forward to seeing you online! (See page 2 for more information about our updated Customer Referral Program.)





# TXT UR WAY 2 EZ \$50 RFRLS

(Text your way to easy \$50 referrals.)

Your best way to save money on heating costs may be the text feature on your cell phone! Tevis Oil and Tevis Propane have been offering \$50 referral bonuses to customers for many years, and with text messaging it's easier than ever to take advantage of this benefit. When you use the **CustomerConnect** feature on our website, be sure to opt in for text messaging by including your cell phone number. In addition to occasional updates, we will send you referral texts that you can forward to friends and family. If they become an automatic delivery customer, you each will receive a \$50 account credit. And if texting isn't your thing, that's okay! Anytime someone mentions your name when they become a new automatic delivery customer, you and they each will receive a \$50

referral credit. As always, the number of people you can refer is unlimited, so get those thumbs in shape for big savings! (Standard text message rates apply. Check with your carrier.)

*"It was a most wonderful sight to see a Tevis Oil truck in my driveway and two men pulling that hose almost 100 feet to my tank after the blizzard. Those men were great!"*

—J.H. Finksburg, MD

*"I would like to thank your company and the two technicians who installed our new furnace. They installed it between blizzards and took extra care in making as little mess as possible, and did an excellent job cleaning up afterwards."*

— J.R. Upperco, MD

## Energy Tax Credit Program Set To Expire

If you are considering increasing the efficiency of your oil system, now is the time to do it! Modern Comfort Systems have oil systems that qualify for the Federal Energy Tax Credit, which reimburses homeowners up to \$1,500 for

energy-saving upgrades. And although Congress is debating an extension of the Energy Tax Credit, the program is set to expire on December 31, 2010. Call soon! Installation must be complete by December 31, 2010 to be eligible for the tax credit.



TIME IS RUNNING OUT!

\$1,500

TAX CREDIT  
(EXPIRES 12/31/10)

## Too Good To Be True?

We're all familiar with the adage, "if it sounds too good to be true... it probably is." That adage also applies to most offers for low-cost heating oil. Here are some important things to be aware of if any come your way:

**Quality matters!** High quality heating oil helps reduce energy consumption and prolong the life of your heating system. *Ask: What is the sulfur content of their oil? What measures does the supplier take to ensure you receive consistent quality?*

- Tevis only delivers lower-sulfur heating oil and Bioheat, and we test our fuel regularly to ensure consistent high quality.
- We fortify our fuel with T2000 for cleaner and more thorough combustion. The benefit to you is better burner performance and reduced heating costs!

**Technicians matter!** Some oil companies have no service department, and others outsource this critical part of your service. Either scenario puts your family and property at risk. *Ask: What is their typical response time, including weekends and holidays? Do they guarantee their work? Do they offer service plans to help off-set repair costs?*

- As a Tevis Oil customer, you always receive priority attention on both your heating and cooling systems. Technicians are on call 24/7, and emergency calls

received from Tevis customers before 5 PM receive typically receive same day service.

- Our technician will give you a repair cost on the spot and get your approval before proceeding with any repairs. Well-equipped service vans mean most repairs can be diagnosed and completed in the same visit.
- We stand by all our work and offer comprehensive and affordable service plans that can be rolled into your Custom Monthly Payment (CMP).

**Beware of cancellation fees!** Super-low introductory prices often come with high cancellation fees of \$300 or more. These fees force customers to stay with a supplier even if their prices become uncompetitive, or service levels fall below expectations. *Ask: What are you committing to by accepting a too-good-to-refuse price? What happens if market prices drop below that price? Do they charge a delivery fee?*

- Our promise is to deliver unsurpassed service and quality at a price that is competitive with other full-service oil companies.
- Prices will fluctuate. It's the nature of our industry, but we do everything we can to ensure that the value you receive is always the highest it can be!

Before you consider any offer, ask yourself: *What am I willing to give up for price?* And if you're unsure, please call us!

*"I'm so glad I called. I knew I should stay with you!"*

— B.N. Westminster

## Tips from Our Drivers for Superior Service & Safety

**Our drivers care about you and your comfort and appreciate the efforts you make to help them serve you safely and efficiently. Here are some important ways they say you can continue to help them.**

- "Please make sure your house number is visible to us to ensure we deliver your fuel to the correct house. If your house number is buried under snow, a cardboard sign stuck into the snow is good enough for us!"
- "After a snowfall, please clear your driveway 11 feet wide for our trucks and a simple footpath to your fill location. We are not looking for perfection, just something safe and reasonable."
- "If you have multiple fill pipes,

please mark the one that is attached to the tank you want us to fill." (By law, fill pipes that are not attached to a viable tank must be permanently sealed.)

- "Please clear any nests and dense shrubbery from your fill location." Tanks and fill pipes are favorite places for bugs to set up house over the summer.

**Our Customer Service Team adds:**

- "If you are planning to put your house on the market or it has become vacant, please let us know if you would like us to stop automatic deliveries."
- "Please make sure we have a working phone number and

email address to reach you in an emergency. If you are unsure, please call us, drop us a note, or use the **Customer-Connect** form on our website."



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## Propane Hearth Service Plans

In addition to sales, service, and repair on a variety of propane heating appliances, Tevis Propane is now offering service plans for propane hearth appliances. Hearth appliances include log sets, fireplace inserts, vent-free fireplaces, stove heaters, and wall mounted room heaters. Any plan can be rolled into a Custom Monthly Payment Plan (CMP). For more information about any of our propane services, call Tevis Propane at 410-239-9515 or 717-632-3403, or visit [www.tevispropane.com](http://www.tevispropane.com). Starting Oct. 1, our Winter Showroom hours are:  
Mon.–Wed. 7 am – 5 pm,  
Thu. & Fri. 7 am – 8 pm, Sat. 10 am – 2 pm.



## Remote Tank Monitoring

We are very good at predicting your oil needs based on your household usage history and the weather. But what if you use heating oil or diesel to fuel a generator, hot tub, pool, room heater, or even a fleet of vehicles? When usage does not follow a normal pattern, tank monitors can be used as a tool to help us serve your home or business better. For more information about tank monitoring, call us at 410-876-6800, or visit our website.

## Winter Office Hours

Our extended winter office hours will start again on Saturday, October 16, 2010 and run through the end of March, unless the weather conditions dictate otherwise.

**Monday – Thursday: 7:30 am – 9:00 pm**

**Friday: 7:30 am – 5:00 pm**

**Saturday: 8:00 am – Noon**

*After-hours emergency calls are monitored 24/7, year-round.*