



HEATING & COOLING Headlines

Volume 8

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www.jamieoil.com

Summer 2017

The Secret Formula and Other Frequently Asked Questions...

What percent of your customers lock in to a fixed price contract each year?



Tom Carey

Last winter about a quarter of our clients chose to sign a fixed price contract, which is down from a peak of eighty percent of our customer base about twelve years ago... Some customers like to know that they have “budget certainty” by locking in their rate, while others feel burned when prices fall after they lock in. We see our job as offering all of the options available and letting the customer decide what is best for their specific situation.



turn to the experts™

I looked online and found cheaper oil prices from several companies that I have never heard of... I have never seen their trucks on the road before.

What is going on? The smallest and least experienced companies that offer the fewest service, payment and pricing options are found online in those surveys. Most customers want more than what those companies are able to deliver, which explains why they have so few clients, and why you never see their trucks.

Is propane gas a better source of heat than heating oil? Absolutely not. Most consumers don't know that a gallon of heating oil has 38,500 more BTUs than a gallon of propane and most propane suppliers fail to disclose this fact to their customers. Propane is a wonderful convenience fuel. It is good for stoves, fire-

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Metrowest Merges with JOC, Proia in as New GM

After almost three years of providing evening and weekend emergency service for Metrowest clients, all operations of Metrowest Fuel Service will be merged into Jamie Oil. Keith Proia, a Framingham native, who was the owner of Metrowest, will stay on at Jamie Oil as Jamie's new General Manager. Proia brings almost forty years of heating and HVAC experience to Jamie, which he founded in 1989.



Keith Proia

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Oil Prices Fall After OPEC Meeting

In May 2017, representatives of all members of the Organization of the Petroleum Exporting Countries (OPEC) met with Russian officials in an effort to cut production and ultimately increase slumping oil prices worldwide.

While the twelve-nation cartel and Russia were able to reach an agreement which initially caused heating oil prices to rise about fifteen cents (\$.15) per gallon, home heating oil prices fell by more than twenty cents per gallon in the weeks that followed the meeting. OPEC has encountered two significant problems that could benefit energy consumers everywhere.

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places and grilling, but propane is very expensive for general space heating. A house that burns about 800 gallons of heating oil comparatively will require about 1,200 gallons of propane.

I just bought a fancy new thermostat that is supposed to save me hundreds of dollars each year in energy costs. Should I install it myself? Although it may seem simple, most likely no. While today's advanced thermostats DO save consumers energy, many of the newest have "three wire systems", which if installed improperly, can cause thousands in repairs after power surges and short circuits cause damage and ruin expensive components of your heating system. When it comes to installing computerized thermostats, you might be best served to have an electrician or a licensed heating contractor such as Jamie Oil do the work. If you think you can't afford a new thermostat, turning your heat down manually before you go to bed or leave for work will save you just as much money without the cost of the fancy new thermostat.



If I install a central air conditioning system in my home, will I be able to recover the cost when I sell the house? Yes... Few buyers of new homes want to consider the purchase of a home without central air and they would prefer NOT to have to do it themselves. Since houses with central AC appraise higher, your buyer will effectively roll the cost of central air into their new mortgage. Several realtors have informed us that homes without central air can be harder to sell than those that have systems installed already.

What impact does energy saving steps intended to reduce my heating bills have on my summer electric-

ity bill for air conditioning? Generally, a dollar that is invested to reduce your heating costs, such as adding insulation, weather stripping or even replacing old, drafty windows, makes your house use less energy when summer rolls around and the AC system kicks on. It pays to conserve!

If I have a friend do work on my home as a "side job" without properly filing a permit at Town Hall, what risks am I taking? The risks are many... If your friend does not have (and most do not) the proper license to do the work, your insurance company will not be happy if a claim results from a faulty installation performed by an unlicensed party. Such transactions can become difficult if the equipment fails, even when the parts are covered by a manufacturer's warranty. Those who do side work are rarely adept at following through on warranties; your phone calls might go unanswered. A recent sale of a metrowest area home fell apart after a seller was notified by a building inspector that certain side work, which was never



inspected by the town and did not meet state code, had to be removed from the

house and replaced by a qualified party and then inspected by the town.

Over the years we have seen a lot of heating oil/HVAC companies come and go. What is the secret formula that keeps your company on top? Hard work, fair pricing and being honest with our customers has always been our trademark... We also compensate our employees as well as we possibly can which helps us attract and keep the most experienced and capable staff in the state. The best employees all want to work for a company that cares about quality, and they, too, want to see the customers treated fairly. These are hardly secrets—it is what we do every day!

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Metrowest Merges with JOC Continued from 1

Keith left Massachusetts and spent most of the nineties in Florida, but he returned home to resolve some issues at a struggling Framingham based heating oil retailer named Wholesale Fuel, which his late father Sam owned and his brothers operated after Sam's death. Keith revived the business and renamed it Metrowest Fuel Service.

Prioa returns to Jamie's current management team almost twenty years after he sold the company he named after his eldest daughter.

"It is great to have Keith back", Jamie Oil President Tom Carey said. "We consider ourselves an 'old school' company and we need a capable and experienced individual to head up our oil delivery and service operations."

He's talented, hardworking and old school, and we are thrilled to have him back!



Green-r-fuel "Cleaner than it has to be"

Prices Fall Continued from 1

First, OPEC has lost their clout. We now live in an era where OPEC has a lot more competition for the American energy dollar. Several countries, including the United States, are capable of filling any supply shortage the OPEC nations seek to create. The fact that Russian officials were invited to help buoy sagging prices says it all. The cartel which caused gasoline lines in the 1970's can no longer control the markets all by themselves.



Second is the fact that several OPEC nations are known to "cheat" by producing more than their agreed upon production quotas. Cheating renders their agreements and announcements to be ineffective and oil prices appear destined to stay at current levels, possibly for several years to come.

Some industry experts are calling for "Fifty dollars a barrel, forever...", which would be great for our customers, Jamie Oil, and the New England economy overall. Just as our customers love lower oil prices, as a heating oil retailer, we do too. Lower prices make our business easier to run, our customers are happy, and life is a lot less stressful for everybody.

Pre-Season Jamie Oil Specials!

**\$300
OFF**

**Any
Boiler
Installation**

**Must present coupon
at the time of purchase.
Expires 7/31/17**

**\$150
OFF**

**Any
Furnace
Installation**

**Must present coupon
at the time of purchase.
Expires 7/31/17**

**\$100
OFF**

**Any Indirect
Water Heater
Installation**

**Must present coupon
at the time of purchase.
Expires 7/31/17**

JOC Becomes Carrier Distributor



The summer of 2017 has been both a busy and exciting time at Jamie Oil.

In addition to merging with Metrowest Fuel Service and bringing in Keith Proia as our new General Manager, we became authorized distributors of Carrier Air Conditioning equipment.

“We needed to add an established, premium brand to the

lineup of equipment we are offering to our clients”, stated Jamie Oil CFO, Nic Guerra. Nic was instrumental in conceptualizing and putting the Carrier deal together.

“Since our customers rely upon us to provide the best equipment and value for their dollar, adding Carrier was a no-brainer...”, claims JOC service dispatcher

Catie Lesniak. “...and from the point of view of service, we can confidently install Carrier equipment knowing that parts will be available for years to come.”

Carrier has been a pioneer in the HVAC field for over one hundred years and we believe their reputation for excellence, commitment to quality and their willingness to stand behind what they manufacture makes Carrier a perfect fit for our company.



turn to the experts™ 

Tank Insurance Program

Our Premium Tank Insurance Program

We are proud to offer a TANK INSURANCE program to all of our customers who are on automatic delivery with us. This worthwhile program is a warranty service for above ground fuel oil tanks up to 330-gallon capacity. The most common cause of oil tank failure is internal corrosion caused by water condensation that collects on the tank bottom. Since the average cost of an oil tank replacement is over \$2,000.00, and most homeowners’ insurance policies do not cover oil tank replacements, this coverage can be very cost effective.

Our Cost to you: \$64.95/Annually

If a covered tank should leak, Jamie Oil will verify the leak and replace the tank at no cost to you [parts and labor only, code updates and permits are billed as extra]. Removal and disposal of the old oil tank is included. Call us today if you are interested in signing up for this program.

Did You Know?

Replacing an old inefficient boiler with a new cleaner burning oil fired boiler can reduce your fuel consumption by as much as 30%.

Heating your domestic hot water (showers, etc.) with oil is less expensive and more efficient than electric.

Most New England based oil companies evolved from the local “Ice and Coal” companies that popped up after World War I.

Today’s heating oil, which burns cleaner than ever before, will be comparable to natural gas in regard to particulate emissions this winter.

Air conditioning tune ups can only be performed in 60+ degree weather to properly set the pressure in the units and service technicians run the risk of electrocution if they work on A/C units in the rain.

Most cars run more efficiently (increased miles per gallon) on 87 octane gasoline than premium grades (89 to 93 octane).

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Service Policies



Service Policies, Health and Long Life

None of us are getting any younger, and that goes for your furnaces and boilers also. So that leads us to the question “Is buying a service policy a good idea?” We think so.

Jamie Oil offers 3 different levels of service policies to suit your specific needs. All equipment should be cleaned/tuned up annually so our tune up policy is an easy choice and we offer it to you at a flat, competitive rate. We’ll even send you a reminder notice when it’s due for a tune up because keeping your system “healthy” with annual maintenance leads to a longer life.

Even if we take care of ourselves, we can all slip a disc at some point and that is why we offer policies

with more coverage. Our standard policy covers the tune up and additionally provides coverage for a long list of parts and the labor to install those parts. With the cost of copper parts rising, one repair will normally pay for the additional cost of the coverage.

For those of you with boilers and possibly water on the knee, our deluxe policy provides what the standard policy does but also covers some water parts. Deluxe policies are intended for boilers only as there is no benefit to the consumer who owns a warm-air furnace to purchase deluxe coverage. The deluxe policy will be about \$50 more than what a tune up and annual purge for your boiler would cost, so dollar wise it also makes sense.



The last thing you need is an unexpected expense, especially around the holidays. We can’t set the clock back on your system, but our policies can give you a little peace of mind. You may be surprised at how much you can save!

Did You Know? *Continued from 4*

At current prices, it is cheaper to heat your house with oil rather than wood or pellets. Those of you who are going through the exhaustive and inconvenient hassle of burning pellets and hardwood might be wasting your time and money.

Mass Save continues to offer qualified homeowners 0% financing on many heating and air conditioning system installations.

Locking your windows helps better seal out cold in the winter and heat in the summer, saving consumers energy dollars!

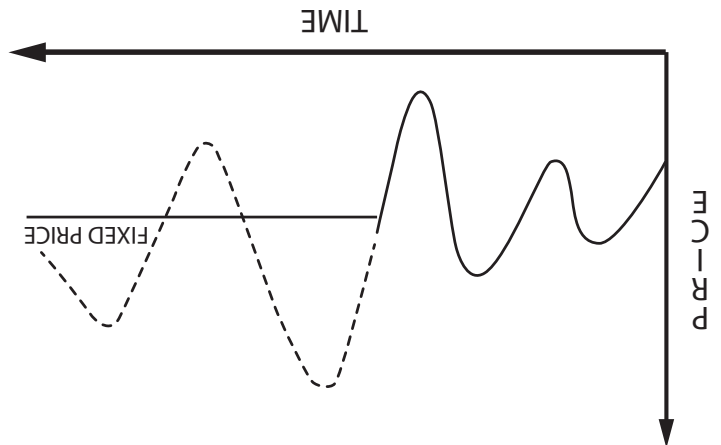




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Fixed price programs will be available mid-June to customers that request one. At that time, you are welcome to call or e-mail us to find out what our rates are. Keep in mind that our prices change daily with the oil market, so a rate that was quoted to you last week may not be the same rate we quote the following week. In addition, we recommend that those interested in signing a fixed price contract should read "To Lock In or Not To Lock In" and "Fixed Price Programs Frequently Asked Questions" which is located on the first page of our website. Please feel free to call our office with any questions you may have about our fixed price programs.



FIXED PRICE

Fixed Prices Available

FIXED PRICE