

# HEATING

## Jamie Oil Headlines

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### In This Issue

#### Another Year of crazy prices!

And they do not appear to be dropping anytime soon. In this issue of our newsletter, we will look at the availability of fixed price programs, educate you on ways to lower your heating costs, introduce you to our general manager, Rick Auen, and bring you up to date on what is happening at Jamie Oil.

*"We see it as our responsibility to educate our customers on how they can get the most out of their energy dollar in these challenging times."*



Tom Carey

Even though last winter was warmer than average, many of our customers spent more money than ever heating their homes due to record high prices. Since it appears high prices are here to stay, we have included in this newsletter "Ten Ways To Save On Your Energy Bill". We see it as our responsibility to educate our customers on how they can get the most out of their energy dollar in these challenging times.

All of us at Jamie Oil Company are grateful to have such loyal customers. In this era of rising interest rates, inflation and congressional hearings on oil price gouging, **we are pleased to announce our plans to extend the effective dates of our fixed price program.** We hope you will be able to take advantage of this money saving program.

As we move into next season, it is very uncertain just what the future will bring in terms of harsh winter weather and oil prices. As a Jamie Oil customer you can rest assured that we will always offer you the best service at prices that are fair.

### JOC Extends Term of Fixed Price Contracts

Many of our automatic delivery customers took advantage of our fixed price programs this past heating season and saved a lot of money. Jamie Oil is pleased to announce, for the second time in three years, that we are extending our fixed price contract for another 60 days! The only conditions are that you have maintained an account in good standing and you agree to stay on automatic delivery with us for another heating season. If you have a locked-in rate with us and would like to keep that rate for another two months (until July 31, 2006), please fill out the enclosed postcard and send it back to us. For our senior citizens, we are extending the contract for 90 days (until August 31, 2006). Our senior citizen discounts are for those customers aged 62 and over.

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### Jamie Oil is #1 in Metrowest Again!

For the ninth consecutive year, in an independent survey, Jamie Oil was named the "outstanding heating oil company in the twenty-five town Metrowest region," according to Garth Morin, President of GKM Surveys of Dover, NH. The results of the poll were published in the Metrowest Daily News, and a plaque was presented to the employees of Jamie Oil at the company's new Ashland office. "Great service and fantastic fixed price programs appear to be a winning combination," Morin said. "More than ever before, customers want to deal with a company that is fair." The margin of victory was the widest ever when winning the coveted award.

## Price Contract Extended

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On the postcard, there is a space to include your e-mail address if you wish to receive updates, notifications, and even next year's heating oil contract. We do not share your e-mail addresses with any other businesses or organizations. It is strictly so we can better serve our customers. There is also a space to check if you wish to enroll in our budget program for the next heating season. Budget accounts allow our customers to reduce their monthly fuel expenses during the holiday season and periods of extreme cold weather. If you become a budget customer, you are not required to pay a deposit for your lock-in price. You make ten monthly payments, due on the 10<sup>th</sup> of each month, based on your projected fuel usage. Remaining balance must be paid in full by June 1, 2007. Budget payments start in July and August – if you wish to become a budget customer after the month of August, you must retroactively pay for the months you have missed.



## To Lock-In or Not to Lock In

That is the question. Jamie Oil plans to offer fixed price programs once again next year for all qualified heating oil customers, but with some reservations. Over the last ten years, in an environment of rising energy costs, fixed price oil contracts were a great deal for the consumer. A customer that locked-in in July, August, or September of most recent years may have paid anywhere from \$ .20 to \$ .50 per gallon less than their neighbors that failed to sign a fixed price heating oil supply contract.

Looking ahead to the 2006 – 2007 heating season almost anything could happen. Is it possible for gasoline and heating oil to be priced over \$3.00 per gallon next year? Yes. Could Heating oil prices fall by \$ .75 per gallon in December if oil markets fall dramatically? Absolutely.

It is important to understand that oil prices continue to be more volatile than ever, and prices often change by ten cents per gallon in less than a 24 hour period. In short, if you think oil prices will go up, you should lock-in. If you think they are going to fall, you should not lock-in and pay our daily price for fuel deliveries.

We plan to send out our fixed price contracts by the end of the summer, as we have in the past. If you want to lock-in now, you can always contact us to see what the lock-in rate is that day. As always, if you have any questions regarding fixed price oil contracts, please do not hesitate to call our office.

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## Ten Ways to Save on Your Energy Bill

- 1. Turn the thermostat down.** Lower the temperature in your house and save energy. It is that simple.
- 2. Tune up your burner.** An annual tune-up can save 10% in fuel efficiency and allow you to avoid unexpected repairs.
- 3. Insulate your house.** As oil costs go up, adding insulation makes more sense than ever.
- 4. Don't forget the windows!** Replace drafty windows and save hundreds of dollars.
- 5. Replace your 20 year old system.** A new heating system can reduce fuel consumption up to 30%.
- 6. Join the budget program.** Spreading your payments over 10 months can be easier on your wallet.
- 7. Watch the electric bill.** Electric rates have risen dramatically, too. Use energy saving light bulbs, turn off home computers when possible, and be conscious of saving electricity.
- 8. Oil heat is best.** Electric heat is very costly. Industry experts expect oil to continue to be more economical than gas as has been the case in 10 of the last 12 years.
- 9. Close the fireplace flue.** Too many oil customers forget to close that fireplace flue and their money goes up the chimney.
- 10. Winterize your house by Halloween.** Get an early start. Be prepared. The early bird shall save the most.



### Employee Profile: Rick Auen, General Manager

Six years ago Rick Auen joined Jamie Oil Company. The company was growing, but the delivery system needed to be streamlined and the service department needed to be reorganized.

Considered by many to be a perfectionist, Auen started working for the Terry Brothers in his hometown of Hopkinton when he was fourteen years old. When he came to Jamie Oil, Rick began his quest to improve the quality of service by reorganizing the entire operation.

Rick's first move was bringing in John Gallagher, Jamie Oil's current service manager. Tom Bik and Mike Hutchinson, two other service technicians, were soon to follow. John and Rick's top priority was to educate the technicians on how to do things right the first time by thoroughly evaluating each heating system from top to bottom. Rick also fine-tuned the oil department by reinforcing safety regulations, hazmat, educating the drivers on proper procedures, and keeping the fleet well-maintained.

Rick helped in reorganizing the office staff as well. Pam Pistocco and Gail Belmore, each with twenty years of experience, joined the office staff at Jamie Oil. He also worked to develop new employees who had limited experience. "I have learned a lot about the heating oil business through Rick's guidance and unlimited knowledge," said Michelle Daley, Jamie Oil employee. "Heading up the oil department in the middle of the winter can be a challenge, but having Rick on your side makes things a lot easier," said Daley.

Always mechanically inclined, Rick's hobbies include rebuilding old John Deere tractors. Two summers ago he restored a 35,000 pound Freightliner, just for fun! Rick has three sons, a daughter, five grandchildren, and resides in Bellingham, MA.



## Real Life Stories of Those Who Saved on Their Energy Bills

**A Framingham church** replaced windows, insulated drafty areas, weather stripped doors and installed automatic thermostats which were programmed to turn the heat down when the building was empty. The result? The church burns 1,000 fewer gallons now than it did four years ago, or about 27% fewer gallons than it did before the conservation efforts began.

**A Newton homeowner** replaced his forty year old heating system and saw his annual heating oil consumption fall from 1151 gallons prior to the installation to an average of 749 gallons (a savings of 35%) in the three years since the new heating system was put in. "I'm retired and the new boiler was the best investment I have made in quite a while," said the homeowner. "The savings on my oil bill more than paid for the new equipment."

**A Hopkinton resident** lowered his gallons burned from 723 gallons several years ago to an average of 511 over the last two heating seasons - a reduction of 30%. "I'm basically a cheap guy," said the homeowner.

"Once oil prices went above \$1.50 per gallon two years ago I began conserving. I also took advantage of Jamie Oil's budget plan, because with interest rates as low as they were, I saved more making budget payments to my oil company than I could earn putting the money in the bank!"

**A Philadelphia lawyer** moved to the Metrowest area several years ago only to find heating and cooling her home more expensive than she had anticipated. "We turned the heat down in zones we weren't using and our family room was quite drafty, so we had insulation blown into the walls. We replaced windows which were put in back when Ronald Reagan was the governor of California. We now burn 18% less fuel than when we bought the house and were surprised to see similar savings on our air conditioning bill. I don't think people realize how conservation efforts that save you money on your heating bill in the winter can actually save you on the air conditioning bill in the summer as well. Electric rates are increasing right along with oil."

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