



HEATING & COOLING Headlines

508-231-1400

www.jamieoil.com

Summer 2022

The Questions keep getting harder...

What is going on with oil prices and what should I know as I consider locking in to a fixed price heating oil contract for next season?

First of all, you can expect to pay more this year than last year. Right now we are paying about fifty percent (50%) more to buy heating oil in advance



Tom Carey

for next heating season than we paid last winter. Understanding that, informed consumers know that over the years oil prices at times have fallen just as fast as they have gone up, which caused many a consumer who locked in at prices over \$4.00 per gallon in the summer of 2008 to become very angry when the market dropped more than \$2.00 per gallon only a few months later. We encourage our customers to get educated on our website www.JamieOil.com on how fixed price contracts and Downside Protection really work before making any decisions.

Questions continued on pg. 3



JOC announces Propane Delivery and Plumbing Services

Over the years, some of the most frequently asked questions we would encounter were "Do you deliver propane?" and "Do you know a good plumber?"



"I am happy to say that our answer to both questions is yes," Jamie Oil General Manager Keith Proia announced earlier

Plumbing Services continued on pg. 2

Keeping your Oil Tank Healthy

No matter how old your oil tank is, the condition and maintenance of your oil tank is an important issue for homeowners to consider each year. To many of our customers, their heating oil tank is an "out of sight, out of mind" level of priority, that they rarely think



about. While it is extremely rare that a residential heating oil tank ruptures, losing a large percentage of its contents in a short period of time, simply "keeping an eye" on your tank is always a good idea. The truth

Upgrade continued on 5



Employee Profile: Nic Guerra

Nic Guerra is our Chief Financial Officer at Jamie Oil. He graduated with an Economics degree from Assumption University in 2014, where he served as President of the Student Body. He actually interned at JOC for two years while a college student and worked for Congressman James P. McGovern at his Worcester office for one year after graduation, prior to returning to JOC full time.

"Nic brings a breath of fresh air to our company and our industry", according to JOC President Tom Carrey. "Our line of work is mostly full of middle-aged men who inherited a family business that was started after World War II and nothing has changed since Nixon resigned... Nic gives us an extraordinary advantage, with his aptitude with technology and his ability to encourage advancement."

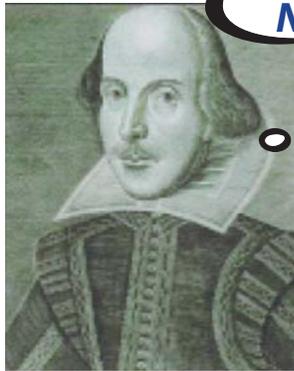
Originally from the town of Orange, MA, Nic has overseen the implementation of several technological operational improvements in our heating oil delivery department, improved and expanded our employee benefit programs and played a critical

role in several of our acquisitions of other heating oil dealers. "He has been very effective at both putting the deal together and integrating their computer system into ours, which very few people can do." Carey said. "It is great to have some young blood around here", claims JOC General Manager Keith Proia. "We are in a competitive, operations-based business. Anyone that can use technology to make our operation more efficient saves both our company and our customers a lot of money. That is what you need if you want to survive."

Nic is married with a one and a half year old son, he is the son of a Cuban immigrant and he is Making it in Massachusetts!



Nic Guerra



To Lock In or
Not Lock In



Please visit

jamieoil.com

and read "5 things you need to know before locking in to a fixed price oil contract".

Plumbing Services continued from pg. 1

this month. "A few years ago we bought a small heating oil dealer in Hudson, Warmer Fuel, and it allowed us to get our feet wet in the propane delivery and service business.", Proia said.

As the home heating and cooling business evolves, in addition to further consolidation of some of our smaller heating oil companies, many new homes that do not have the availability of natural gas are using propane for heat, cooking and other applications. "You can do more with propane than oil", Jamie Oil Service manager Josh Carter added "While oil is a great fuel for general space heating and a good hot shower, a lot of people like to cook with propane, heat their swimming pool or install an outdoor fire pit."

Plumbing Services continued on pg. 3

Visit us on the web: www.jamieoil.com



"The timing was right to expand into the propane market when we hired several plumbers to help us install natural gas fired boilers and water heaters." Proia announced, "Propane done right requires that you have a staff of qualified and fully licensed plumbers to handle the service of gas fired equipment. When we hired the father and son team of Bill and David Query, who have over seventy years of plumbing experience between them in the Metrowest market, everything began to make sense."

By offering plumbing and propane delivery services "Our company will be better positioned to serve the expanding needs of our customers, especially the landlords and property managers," Jamie Oil CFO Nic Guerra offered, "I find that most of our customers do not enjoy chasing tradesmen around, waiting for them to call back and praying they show up. We can expand what we offer to our customers with the same high quality of service



Newly hired plumbers - Father and Son team, Bill (L) and David Query

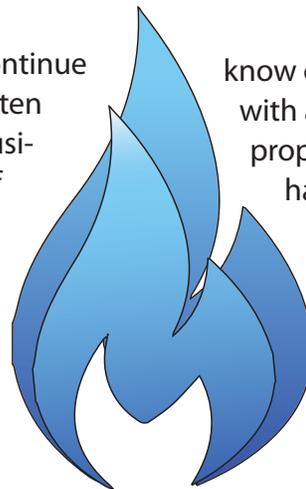
they have known for years."

So if your sink is dripping, your shower is not hot enough or you are not happy with your propane provider, please give us a call!

QUESTIONS continued from pg. 1

Over the years you have bought a lot of smaller, local heating oil dealers. Now you seem to be diversifying into other lines of business. What is that all about?

An order to survive you have to evolve and continue to meet the needs of your customers. About ten years ago we got into the air conditioning business. This worked out wonderfully as most of our clients either had or wanted central air installed in their house and then some began requesting heat pumps and mini split systems. As the years have gone by we have seen that a great percentage of our existing customers use propane for cooking, heating or perhaps a gas fireplace. We



know our customers like "one stop shopping" with a company they can trust. Since doing propane safely and the right way requires having plumbers on staff, we bought a plumbing company. By having plumbers on our payroll we can offer much better reliability than those companies that rely on subcontractors, especially in today's labor market. It is all about doing it right.

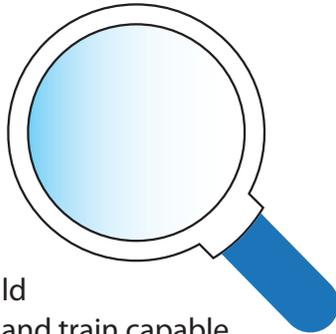
Questions continued on pg. 4

Fixed Prices Available Mid-June
Call us today for details.

Call us: 508-231-1400

Twenty-five years ago you bought Jamie Oil. What were the biggest lessons you learned along the way?

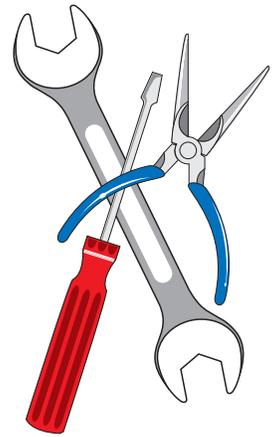
At first, I didn't understand the importance of quality service. When I started, the quality of our service techs was below average. It did not take long to realize that our customers would be happier if we could hire and train capable and competent people both in the field and in the office. I learned that having a good service manager is like having a good chef at a restaurant. The finished product is only as good as the chef. I learned that when installing heating and especially air conditioning equipment, providing nationally known, reputable brands (and that is why we became Carrier and Mitsubishi distributors), is of critical importance. The cheap equipment does not work well and five years after the installation you can't get replacement parts and your customer has to start from scratch. I also didn't know how to best handle credit. I learned along the way that sometimes bad things happen to good people. Sometimes a good client gets laid off, or their heating system fails the day after they paid the real estate taxes or college tuition. This caused us to incorporate "FDR" into our mission statement, which stands for being Fair, Decent and Reasonable with everybody we deal with and our company and the service we provide has improved because of it.



Did any events impact your thinking since you started?

When Rick Auen joined as our Service Manager in 1999, everything changed for the better. He made me realize that our quality needed to

improve and he delivered it. It is also very flattering when another dealer, who ran a good business, wants to retire and selects Jamie Oil to carry on their tradition of good service and fair pricing by merging their company with ours. When Keith Proia returned to JOC as our General Manager six years ago, he helped position our company to adapt and thrive in the future. Every time the phone rings and I hear something like "My mother lives in Northboro and she needs a new furnace..." I feel good that we are doing something right.



What will JOC be doing differently ten to twenty years from now?

We will most likely evolve into a "home services" company. By adding plumbers to our payroll, we are now able to work on natural gas fired heating systems. It is very likely we will soon have electricians available to work at our customer's homes. We will always deliver oil and work on air conditioning equipment. We plan to be able to install, repair and service virtually any and all residential heating and cooling systems that burn oil, natural gas, propane or are powered by electricity. One thing will never

change: We will continue to provide the best possible quality with satisfaction guaranteed to the customers we serve.

Questions continued on pg. 5



You talk to homeowners every day ranging from nervous young people buying their first home to senior citizens on fixed incomes struggling to hold on during these inflationary times. What advice can you give them?

They should take a deep breath and realize that bad times do not last forever. Consumers should know that sometimes keeping it simple is the most cost-effective way to save on their energy bill. For example, turning your thermostats down at night (the weather usually gets colder after the sun goes down) or when your house is empty does save you money and you do not need to pay \$750.00 for fancy gadgets



that integrate with your cell phone to achieve this goal. Adding insulation and especially weatherstripping to doors are cost effective. If you can, lock your windows – a locked window and a closed fireplace flue are among the most

inexpensive money savers we can suggest. Always remember that if you have central air conditioning, these same tips will lower your electric bill in the summer and electricity is not getting any cheaper. Over the years I have seen hundreds of homeowners spend thousands of dollars on expensive gadgets that have not paid for themselves. Use common sense, don't panic. And last of all, If you have any questions on anything relating to how best heat or cool your home, give us a call. We are here to help!



is that when a homeowner's oil tank begins to fail, small drips or leaks develop over a series of weeks or months. In addition to "keeping an eye" on your heating oil tank, we have several economical recommendations that customers can consider to have better peace of mind.

- » If your tank is more than fifteen years old, consider enrolling in our Tank Protection Plan. For an annual fee of \$69.95 this plan provides up to \$2,000 coverage toward the replacement of a new oil tank if yours fails.
- » Place an oil tank tray under the tank to catch a potential drip or leak. These trays will contain any small drip or leak from your tank. You could accomplish virtually the same thing with a large piece of cardboard placed under the tank. If you see a dark spot on the cardboard, call our service department and let us know.
- » Avoid purchasing expensive chemicals and additives that "guarantee" to extend the useful life of your oil tank. There is no legitimate proof that such additives actually work... Buyer beware!
- » Schedule an annual heating system tune-up. Our trained technicians inspect the oil tank as part of this routine maintenance.

Considering the small cost of these suggestions is part of being a smart homeowner. If you are in need of oil tank maintenance or want to learn more about any of the options, please call our office.

Visit our website
for more information:
jamieoil.com



P.O Box 287
171 Main Street
Ashland, MA 01721-0287
508-231-1400 Fax: 508-231-4716
www.jamieoil.com

PRESORTED
STANDARD
U S POSTAGE
PAID
PERMIT NO. 59
HOPKINTON, MA

Pre-Season Jamie Oil Specials!

**\$300
OFF**

**Any
Boiler
Installation**

*Must present coupon
at the time of purchase.
Expires 8/31/22*

**\$150
OFF**

**Any
Furnace
Installation**

*Must present coupon
at the time of purchase.
Expires 8/31/22*

**\$100
OFF**

**Any Indirect
Water Heater
Installation**

*Must present coupon
at the time of purchase.
Expires 8/31/22*

Visit us on the web: www.jamieoil.com