

HOUSE CALLS

ENERGY SOURCE

from D.F. Richard Energy



PERSONALLY SPEAKING

Spring is here!

Dear Friends,

We New Englanders are a resilient group, but this past winter was a tough one. I would like to thank all our customers for their patience during the winter “bomb cyclone” we experienced, especially around the beginning of the year. I also want to thank our employees, who worked endlessly to take care of you.

Additionally, congratulations to the winners of our drawing for those who filled out and sent us their customer surveys. We chose three winners at random and awarded **\$50 Visa gift cards** to Paul Langlois, Jane Cummings and Joanne Chisholm.



Now that the warm weather is here, I look forward to seeing you around town and also at several community events we will be a part of during the summer. Please remember that we're here to ease you through the hot months with a cooling system, tune-up and gas check, or a money-saving service plan.

Wishing you the best,

Bob Richard

Visit the new online account portal. www.dfrichard.com

Our account portal is ready to serve you!



Once you have signed in to the **NEW** D.F. Richard Energy online account portal, you can take advantage of these great benefits:

- Paperless Billing
- Schedule Payments
- Current Balance
- History of Deliveries and Service
- Request Service/Delivery from your Finger Tip.

Click on the  button and register in the orange box.

OR

Already registered, click on the  and put in your information.

www.dfrichard.com

Make life easier next winter

1. **Sign up for automatic deliveries.** We'll know when you need fuel and can adjust your schedule with the weather forecast. If you call in your order, you risk running out, especially during periods of super-cold temperatures, when you burn through much more fuel than normal, and when everyone is calling us at once.
2. **Enroll in our SmartPay Budget plan.** You'll get predictable monthly payments no matter how much fuel you need. Spring is the time to enroll.
3. **Get a tune-up before fall.** Regular maintenance keeps equipment running efficiently — holding down fuel costs — and helps prevent breakdowns. Better yet, get a service plan, which covers the cost of your tune-up and provides discounts for repairs and guarantees priority service.
4. Make sure we have your **correct phone numbers and email address**, so we can reach you.
5. **Use our new online customer portal** for paperless billing, account history, Auto Pay, delivery and service requests, and much more.
6. If you go away during the winter or like to travel, make sure you have someone to **check on your home**. You can also install a **Wi-Fi thermostat** so that you can remotely monitor and adjust temperatures.

How Much Do You Know about Propane & Oil Heat?

Surveys have shown that while propane and heating oil customers have exceptionally high levels of satisfaction with the service they receive, most don't realize all the ways their home fuel can enhance their comfort and save them money.

5 key propane benefits

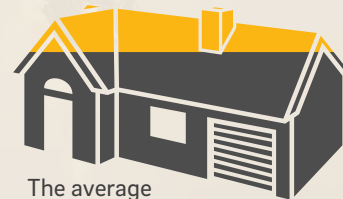
- 1 Clean and green** — Propane emits far less greenhouse gas than most other energy sources. Because of the clean-burning characteristics of propane, little maintenance is required.
- 2 Cost-effective** — Propane appliances can be less expensive to operate than comparable electric appliances, and they last longer too!
- 3 Safe** — The National Fire Protection Association enforces strict rules about the handling of propane, so few accidents occur each year. Every propane appliance is made with safety shutoffs, and most appliances are equipped with electronic ignition systems to give you years of trouble-free operation.
- 4 Efficient** — Propane appliances typically reduce energy costs, delivering better value and comfort than other heating sources. Today's propane furnaces are now as much as 98% efficient.
- 5 Flexible installations** — Propane tanks can be installed just about anywhere, above or below ground. Additionally, propane water heaters take up less space, have more accurate temperature adjustment and offer more size and installation options.

propane power vs. electric power

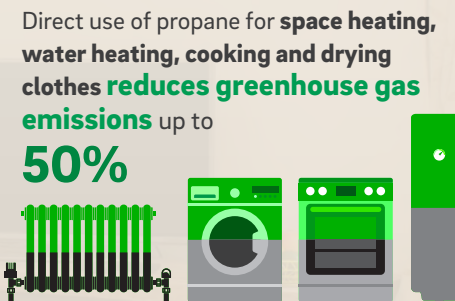
CLEANER than electricity

Propane is one of the cleanest carbon-based fuels

Because propane is **nontoxic and doesn't pose a threat to soil and water**, (above or below ground), it is not regulated by the Environmental Protection Agency.



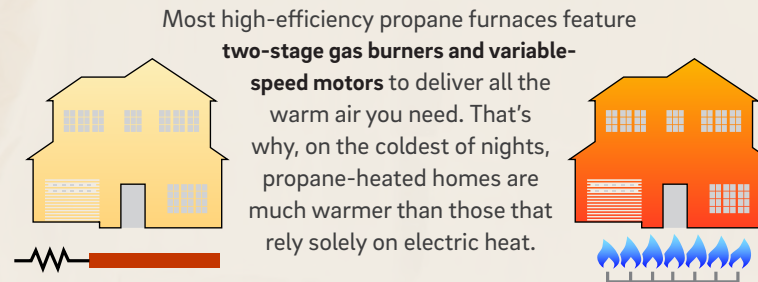
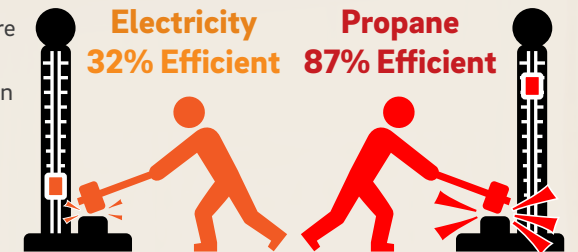
The average propane-powered home **reduces carbon dioxide emissions by nearly 30%** compared with all-electric homes.



Direct use of propane for **space heating, water heating, cooking and drying clothes reduces greenhouse gas emissions up to 50%**

MORE EFFICIENT than electricity

Propane is more efficient than electricity when evaluating the **total energy consumed** (this includes the energy used in the extraction, production, processing and transportation of the fuel to the point of use).



Most high-efficiency propane furnaces feature **two-stage gas burners and variable-speed motors** to deliver all the warm air you need. That's why, on the coldest of nights, propane-heated homes are much warmer than those that rely solely on electric heat.

Sources: National Propane Gas Association; Propane Education & Research Council.

oil heat "techs" it to the limit

Technology has brought great improvements in **efficiency that have reduced annual fuel consumption by as much as 40%**, saving oil heat consumers a lot of money on fuel. And because new systems burn cleanly and don't need as much fuel, they do not pose a hazard to the environment.

Additionally, sulfur levels have been reduced dramatically, improving heating system efficiency and cleanliness and reducing emissions. This reformulated fuel also eliminates the source of most equipment breakdowns. The advent of heating oil with low sulfur content has paved the way for the next generation of compact, super-efficient boilers and furnaces.

Many gallons of heating oil now include **Bioheat®**, a blend of heating oil and renewable materials like vegetable oils. Because Bioheat integrates seamlessly with all heating oil systems, no changes to your heating system are necessary!

According to a comprehensive report conducted by Brookhaven National Laboratory and presented to Congress by the National Oilheat Research Alliance (NORA), biofuel blends containing 20% or more Bioheat

produce lower greenhouse gas emissions than natural gas!

efficient
renewable
low-sulfur
fewer greenhouse gases

how efficient is oil heat?

Oil heat is efficient and more economical than ever! The latest oil heating systems are small, smart and super-efficient and can save you, on average, about 30% on your annual heating costs. Here are six more quick points about oil heat efficiency.

- New oil heat systems have **efficiency ratings as high as 95%**! This provides oil-heated homes with more warmth for less fuel.
- Compared with 25 years ago, homeowners now **need an average of 500 gallons less oil** to heat their homes each year. That's because new oil heating systems are much more efficient than those from a generation ago.
- New oil heating systems are much smaller** than older ones. The average boilers and furnaces today are powerful, yet compact — similar in size to a three-drawer filing cabinet.



Community corner

We're a proud supporter of Amy's Treat, which helps to renew the spirits of patients being treated at the Seacoast Cancer Center.

Through the generosity of businesses and residents, patients may be treated to box seats at a Red Sox game, a weekend getaway to an inn, a gasoline gift card to help defray traveling expenses or a house cleaning service to name a few of the treats. All of this is made possible by the all-volunteer staff at Amy's Treat.

Please visit AmySTreat.org if you would like to learn how you can help.



WENTWORTH-DOUGLASS
HOSPITAL
MASSACHUSETTS GENERAL HOSPITAL SUBSIDIARY

Spring Bonus

Purchase a **SaniDry^{XP} Sedona**
Now through June 30th
and receive
(1) FREE replacement filter*



D.F. Richard Energy is the areas exclusive supplier of the **SaniDry Sedona.**

The SaniDry Sedona:

- Removes up to 95 pints of water per day
- Moves over 300 cubic feet of dry air
- Aids in removing musty odors.

D.F. RICHARD



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Email us!
CustomerService@DFRichard.com



Are you covered?

Most of our customers' heating and cooling units are covered by our **Value Service Plan**. If you've been going without a plan, it's a good time to talk with our team.

We'll include a free tune-up that will keep your system running at peak efficiency.

Our service plan can save you **50% off the first hour of labor** and **15% off parts** for any additional service work you need

throughout the year. *This is coverage that doesn't quit!*

D.F. Richard offers service plans for **oil and propane heating systems** as well as **central air conditioning systems and oil tanks.**

Please call 603-742-2020 or contact us through our website so we can provide you with real peace of mind and savings with our service plans.

Enroll in an annual cooling or heating Value Service Plan before June 30 and get a \$20 DISCOUNT on each plan purchased.