

HOUSE CALLS

ENERGY SOURCE

from D.F. Richard Energy



PERSONALLY SPEAKING

Continuing our commitment

Dear Friends,

Since COVID-19 began, our priority has been the health and safety of our customers and employees. As an essential service, we've made sure to practice limited contact and social distancing while focusing on emergency service and uninterrupted oil and propane deliveries.

We could not be prouder of the commitment our drivers and technicians have shown our customers and community. We are thankful for the respect and appreciation our customers have given them and the measures everyone has taken to keep our team—and themselves—safe.



We also want to acknowledge those on the front line, including our doctors and nurses, EMTs, firefighters and police officers, grocery store workers, and all volunteers: *We thank you.*

Currently our states are taking a careful, phased approach to reopening, and we are starting to schedule routine service appointments along with installations as long as we can do it safely for all.

A lot has changed, but what has not changed is our 24/7 commitment to you.

We sincerely appreciate your continued patronage.

Wishing you the best,

Bob Richard

Planning ahead for savings and comfort

When your heating or cooling equipment breaks down, you don't want to have to worry about the cost. You want to know your home and family will be comfortable once again, as soon as possible.

That's why we offer a range of service plans to provide you with peace of mind. We want to get your problem resolved and get the system back up and running as quickly as possible. This year we are going to provide a **FREE Value Plan** to everyone who schedules and pays for a tune-up on their system. This will entitle you to **no travel or diagnostic fees and 15% off parts for the rest of the year** if you require any additional service calls on your heating equipment.

Every plan **includes seasonal maintenance**—the key to preventing many problems from turning into emergencies. Regular tune-ups keep your equipment running efficiently, which helps keep heating and cooling costs down. It will also extend the life of your equipment, while reducing the need for repairs.

Whether you opt for our **Value Plan** or our **VIP Plan**, we make it easy for you to see your options and decide the best coverage for your system. Visit DFRichard.com or call us for details today.



Clean and Green – with Propane and Oil Heat

We take pride in delivering **two** safe, reliable, highly efficient and environmentally friendly fuels to our customers. You can feel good about propane and heating oil—here's why.

3 reasons propane is eco-friendly

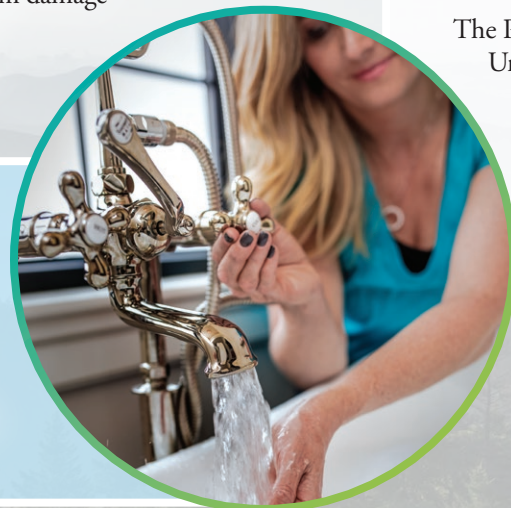
Propane helps fuel your lifestyle, saves you money, keeps your home comfortable and adds convenience to your daily life. But did you know that it is also considered one of the greenest fuels?

- 1. Fewer emissions:** Propane has a lower carbon content than many other fuels—a big part of the reason that it was added to the Clean Air Act as a clean fuel in 1990. Propane furnaces offer best-in-class efficiency, with AFUE ratings from 90% to 98%, and provide comfortable, even and consistent heat.
- 2. Higher efficiency:** Propane-powered appliances are typically much more efficient than electric models of similar size and output. A tankless propane water heater, for example, can save more than \$150 per year in energy costs compared with typical electric storage water heaters. Less energy used equals less of an environmental impact.
- 3. Nontoxic:** Propane is not toxic and does not spill, pool or leave a residue. If a tank leak occurs, propane is harmless to soil and water, so there are no risks for long-term damage to your home or property.

Please contact us if you would like to help the environment by expanding your use of propane.

hot water and propane

Did you know that propane water heaters cost 30% to 60% less to operate than electric water heaters? A propane water heater has a lower cost of maintenance and lasts years longer than its electric counterparts. If you want an easy way to raise the value of your home, switch to a propane water heater! A tankless model especially is highly desirable to home buyers, as it will improve your LEED and home energy rating scores (HERS).



healthy grilling with propane

Did you know that propane grills are a much healthier and more environmentally friendly way to cook your food? Research shows that cooking on a charcoal grill can lead to as much as **105 times more carbon monoxide** being produced than with a propane grill.

A typical charcoal grill also produces an astonishing 11 pounds of carbon dioxide per hour, or **twice as much as a propane grill**. (An electric grill does even worse, producing 15 pounds of carbon dioxide per hour).*

Besides producing much lower emissions levels, propane grills **greatly reduce your exposure to carcinogens** that end up in your food when grilling. Charcoal grills create more smoke and burn hotter, leading to the formation of toxins that have been linked to some cancers.

*When tested at 35,000 BTUs per hour, based on a study by Tristram West, a researcher with the Department of Energy's Oak Ridge National Laboratory.

school buses get greener

Many states, including ours, have been adopting alternative-energy incentive programs, resulting in more school districts purchasing **propane autogas buses**.

According to a recent study by West Virginia University's Center for Alternative Fuels, Engines and Emissions, propane autogas is a proven way to dramatically decrease oxides of nitrogen emissions in communities.* The positive effects become especially powerful when propane-powered school buses replace old diesel-powered buses.

School districts have gained enormous fuel savings by using propane autogas instead of more expensive diesel fuel. Kids are also benefitting from a healthier ride to and from school, because buses fueled by propane autogas emit far fewer emissions.

In terms of fuel and maintenance costs, schools can save an average of **\$3,000 to \$5,000 per bus**.

The Propane Education and Research Council estimates that if all diesel school buses across the United States were switched over to propane-fueled buses, **the savings would be enough to cover the cost of hiring 23,000 teachers**.

*Source: <https://cdn.propane.com/wp-content/uploads/2019/07/WVU-School-Bus-Emissions-Final-Report-June-2019.pdf>



net-zero CO₂ emissions for oil heat

Forward-thinking industry leaders have embraced an impressive vision for oil heat. They are driving the engines of progress and creating a brighter future for the industry—and for oil heat customers too. Stay with oil heat and enjoy the ride!

Here's a great example. More than 300 leaders from the heating oil industry unanimously passed a resolution to achieve net-zero carbon dioxide (CO₂) emissions by 2050. This ambitious goal was established at the Northeast Industry Summit last September.

The resolution calls for:

- ◆ A 15% reduction in CO₂ emissions by 2023
- ◆ A 40% reduction by 2030
- ◆ Net-zero carbon emissions by 2050

Net-zero emissions will make heating oil a carbon-neutral energy source, with a carbon footprint of zero. The recently passed resolution means that is the expectation for the entire heating oil industry within 30 years.



BIOHEAT holds the key

To achieve the targets adopted by the Northeast Industry Summit resolution, every heating oil retailer in the region must do its part to provide adequate blends of Bioheat with clean, ultra-low-sulfur fuel.

Bioheat is a gallon-for-gallon substitute for petroleum-based fuels, including the heating oil you use to keep your home warm. It's a nontoxic, biodegradable, renewable fuel, produced from agricultural byproducts, including used cooking oil, animal fats, inedible corn oil, soybean oil and canola oil. Bioheat reduces greenhouse gas emissions significantly—by 52% to 86%—and no modifications to your existing heating system are necessary.

A breath of fresh air

The **Nu-Calgon iWave-R** air purifier is the world's first **self-cleaning, no maintenance** needle-point bi-polar ionization generator designed specifically for treating air in residential duct work on A/C and heating systems. As the air flows past the iWave-R, positive and negative ions actively purify the supply air, **killing mold, bacteria and viruses** in the heating and cooling equipment and the living space. This technology also **reduces allergens, smoke, static electricity and controlling odors**. The iWave works at peak performance, producing over 160 million ions/cc, more than any other ionizer product on the market.



iWave-R



D.F. RICHARD



(603) 742-2020

(800) 649-6457

DFRichard.com

CustomerService@DFRichard.com

Ask the expert

Q: How can I tell if I need to replace my water heater?

A: There are a few signs that your tank water heater needs to be replaced.

If it's **more than 10 years old**, you should start researching replacement options.

If you are noticing **higher bills**, but no change in your hot water usage, it usually means your aging water heater is working harder—and less efficiently—to do its job.

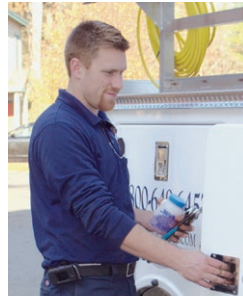
If the water is **clear from the cold tap, but rusty from the hot tap**, it's a good indication that your tank is corroding. **See rust on the outside of the tank?**

Time is running out.

Growling and gurgling are never good signs from a water heater. They indicate sediment buildup due to poor maintenance.

If you are seeing these warning signs, don't wait for a leak to flood your basement. Water heater technology has come a long way in the last 10 years and we are here to help provide information and suggestions for the best solution for you when it comes to providing hot water for your home.

There are **rebates available** for some applications, so please call, or email us. We are here to help.



Ryan Card
Operations Manager

D.F. RICHARD



P.O. Box 669, Dover, NH 03821-0669



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Staying in touch

During the pandemic, everyone has learned the importance of keeping in touch with friends and family.

We have also learned that one mode of communication does not work for everyone. Let us know the best way to reach you—and make sure your contact information is up to date. If your work or daytime number has changed, you no longer have a landline, or you have a new email address, please let us know.

Everyone has very busy lives. Many of us are relying less and less on mail and converting all communication to email. When going to our website and signing up for your own personal portal, you can sign up for **paperless billing**

and autopay, eliminating all the envelopes in your mailbox, or you can pay your bills with a credit card or EFT in your own portal.

If you do not have the time to go to our website and set up your portal, please let us know and we can set up your paperless billing for you.

Fill out the enclosed card so we can update your contact information and **you'll be entered into a monthly drawing to win a restaurant gift certificate**. If you would prefer to send via email, send it to **CustomerService@DFRichard.com** or log into your customer portal and contact us that way. **We will never share nor sell your information to third-party vendors.**