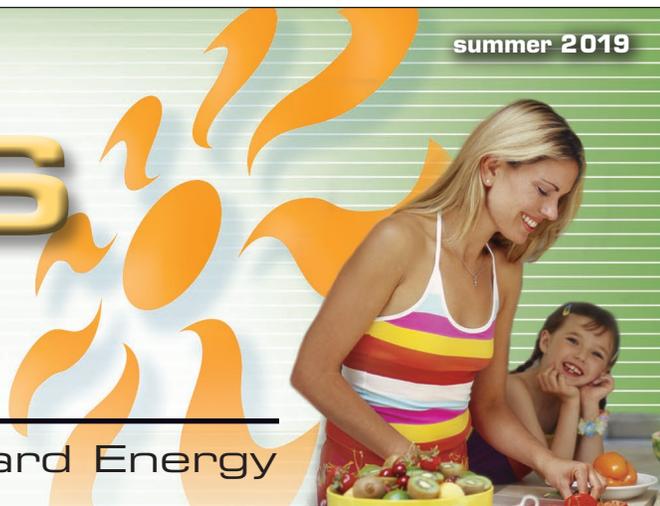


HOUSE CALLS



ENERGY SOURCE

from D.F. Richard Energy



PERSONALLY SPEAKING

Nearly 90 years of family service

Dear Friends,

As I drive through Dover

and see all of the expansion that's going on, I can't help but reflect on our own company's past and how much we have grown over the years.

My parents, Daniel F. and Armande Richard, founded this business in 1932, working out of their homestead on Broadway. Those early years were humble ones, since the country was in the middle of the Great Depression.

But my parents' philosophy is still at the heart of what D.F. Richard stands for today. They said it was all about taking care of the customer.



Their mission never wavered: treat customers fairly, provide the best products and services, and be an active part of the community.

We want to thank all of you

all for making us a success, and we look forward to serving you and your families for many years to come.

Wishing you the best,

Bob Richard

We make it easy

We keep investing in technology

to make it easier to do business with us—when it's convenient for you.

 **Computer/tablet:** Visit DFRichard.com and click on Customer Login to access our online customer portal. Use it to **make payments**, schedule service and deliveries, request **paperless billing** and much more.

 **Smartphone:** Our D.F. Richard app is currently being created for easier access to our **customer portal**. It will be available for Apple and Android devices. Stay tuned.

 **Payments:** You can set up scheduled payments or pay as you go by using your bank account or credit card within our customer portal. **Auto-pay** is available by contacting the office.

Advice for your oil tank

In warm weather, condensation can form inside a near-empty heating oil tank. It will settle to the bottom of the tank and create sediment. This "sludge" can get into the fuel line and clog it, causing a heating system breakdown. Sludge can also corrode the tank from the inside out.

You can prevent

these problems by keeping your tank full during the off-season. If you're not part of our automatic delivery program, call us to request a fill-up so that we can help you head off

any condensation problems with your fuel tank. If you get your deliveries automatically, don't worry. We make sure that your tank has the proper level of fuel inside during the warm-weather months.



Get a **\$200 REBATE** when you replace your oil tank. Visit NHSaves.com or EfficiencyMaine.com for more info.

Saluting our service team

Winter always poses the greatest challenges

to a company like ours. Once again, our service team came through. On the coldest days, our drivers worked long shifts to make sure that no one ran out of fuel. And when there was a no-heat situation related to equipment failure, our highly trained, certified service technicians stepped up to help—no matter the time of day or night.



DPSR19-15706

Great News About Oil and Propane

Heating oil and propane are safe and efficient home heating fuels that keep getting better. Here are some reasons to feel good about your options.



Summer fun with propane

To give you a better idea about how “propane can do that,” take a look at some of your options for taking propane outdoors.

Grilling: Nothing beats the clean-burning precision of a propane gas grill. Whether you cook on a simple portable model or a high-tech built-in grill, you’ll get the same even-cooking performance, time after time, with no starter-fluid smell, dangerous chemicals, or mess.

Fire bowls: Many models have ignition systems that can be turned on and off with a smartphone or tablet. And unlike with wood fire pits, there’s no mess to clean up.

Lighting: Propane-powered outdoor lights can burn for just pennies per hour, and they can be matched to almost any outdoor décor.

Outdoor heaters: With freestanding or wall-mounted models available, you’re sure to find a propane patio heater that meets your needs and budget — and one that will work even if the power goes out.

Outdoor water heating: Enjoy a swim throughout the season by investing in a propane pool heater, which will heat your pool water quickly and efficiently — and far more effectively than an electric model.



Safety with every gallon

We talk a lot about the importance of great service. And a huge part of that is safety — for your home and property, for our staff, and for the environment.

It starts with our fuel products. Heating oil is exceptionally safe. It won’t burn even if you drop a lit match into it. And the risk of carbon monoxide is minimal. As for propane, this is a clean-burning, nontoxic fuel that doesn’t pose a threat to soil and water above or below the ground.

Our staff is highly trained, and that training ensures careful handling and storage and prevents spills, accidents and injuries.

This end-to-end commitment to safety can’t be duplicated by the natural gas utilities. Problems with gas pipelines can often go undetected, and may result in property damage. Last year in Massachusetts, a faulty pipeline led to several gas explosions and numerous fires.

You can rest easy knowing that safety isn’t just talk with us. We deliver it with every gallon of heating oil and propane we bring to your home.

What’s in your oil tank?

Thanks to research and development being spearheaded by the National Oilheat Research Alliance (NORA), heating oil is being made more cleanly and efficiently than ever before. The overall goal is to keep improving the quality of fuel and the efficiency of oil heat equipment. This will further reduce the carbon footprint and actually turn heating oil into a **carbon-neutral energy source**.

The industry is also working on the development of an oil-fired thermal heat pump, to provide more equipment options for oil heat consumers.

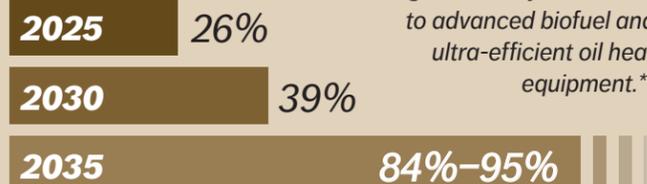
Challenges

With all of this in the mix, it’s no wonder that NORA has raised an alarm about a push by some states to encourage conversions to electric heat.

Research has shown that such “policy-driven electrification” would increase the average residential household cost, result in minimal reductions in emissions and put a severe strain on the electric grid.*

Pathway to carbon-neutral liquid fuels

Estimated reduction in annual CO₂ emissions as the heating oil industry transitions to advanced biofuel and ultra-efficient oil heat equipment.**



“It is premature for policy makers to consider regulating against oil heating when all liquid fuel furnaces and boilers could be run on a low-carbon alternative fuel before 2035,” says John Huber, NORA’s president. “The capability of the oil heating industry to innovate and reduce carbon emissions has not been adequately recognized.”

*Source: Richard Sweetser presentation, NORA Technology Workshop, Sept. 2018.

**Source: Energy, Cost and CO₂e Analyses of Reversible, Hybrid and Heating Only LF-AHP in the Northeast, Christopher Keinath, PhD, Thomas Butcher, PhD, and Michael Garabrant, PE, ASHRAE, June 2018.

Cooking, heating your water and more

How many ways are you using propane at home?

Heat your home: propane-fired furnaces and boilers are much more efficient and generate greater comfort than electricity. And by increasing your usage, you may qualify for a lower price.

Heat water: propane water heaters can cost less to operate than electric units. They provide much more hot water faster, and come in both storage-tank and tankless options.

Cook: propane cooktops/stoves offer more precise temperature control and are cheaper to run than their electric counterparts.

Dry clothes: propane dryers are almost twice as efficient as electric models, drying your clothes faster and for less money.

Fireplace glow: imagine being able to start a fire with the flick of a switch. It’s possible with propane — and a propane fireplace delivers more heat into the room than a wood fireplace, without all the smoke and mess.

Emergency power: propane is a popular choice as a fuel for whole-house backup generators. And since your fuel is stored right on your property, you can continue to enjoy all the comforts of home until your power is restored.



The 80/20 rule

Some customers have asked why their propane tank gauge never reads 100% after a delivery. Here's why.

The propane in your tank is a liquid, which changes to a gas before it leaves the tank. But, like all liquids, it will expand when the temperature rises. **To make sure there's room for propane to safely expand, we typically fill tanks to about 80%.** A 500-gallon tank will safely hold about 400 gallons of propane.

Keep in mind that the amount of propane in your tank doesn't change when it expands and contracts, just its density.

We call this practice the 80/20 rule, and it's especially important in hot weather. Propane expansion is also the reason you should never paint your propane tank a dark color: Dark colors absorb more heat.



D.F. RICHARD



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CustomerService@DFRichard.com

Ready for permanent savings?

An oil heating system made today can save the average homeowner **20% or more** on winter fuel costs. This is because of the way newer systems are designed and how efficiently they heat your home.

Old heating systems were built with thick metal components that were poor at transferring heat. Many of these systems are still in use today, and people who use them pay quite a bit more to heat their home.

To see how you can save with a new, high-efficiency system, reach out to us, and we'll be glad to provide a proposal for a new system with today's technology. We think you will be pleasantly surprised with new equipment installed in your home.

We'll also tell you about current rebates that can save you money on your purchase.

Qualify for a **REBATE** when you install a new oil heating system. Visit **NHSaves.com** or **EfficiencyMaine.com** for more info.



D.F. RICHARD



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



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5 water heater warning signs

The last thing you want to see is a flood in your basement because your water heater started to leak. Here are five signs that it may be time to replace your water heater so that you can keep this from happening.

- 1. Age:** The life expectancy of a water heater ranges from 7 to 13 years.
- 2. Higher bills:** Your water heater may no longer be doing its job efficiently.
- 3. Rusty water:** This usually means that the inside of your storage tank is corroding.
- 4. Water stains:** White stains on your glassware are common signs of hard water—water that contains a lot of minerals—in your tank. Those minerals reduce efficiency and shorten the life span of your water heater.
- 5. Unusual noises:** Growling or gurgling noises coming from your water storage tank are usually a sign of sediment buildup—a problem that eventually requires replacement of your water heater.

Save on a new propane water heater. Visit **NHSaves.com** or **EfficiencyMaine.com** for more info.

If you want to replace your water heater, call us or contact us through our website.

