

HOUSE CALLS

ENERGY SOURCE

from D.F. Richard Energy



PERSONALLY SPEAKING

Aren't you glad it's spring?

Dear Friends,

Now that spring is here and we've said "So long" to winter, I have enjoyed watching the trees bud, the grass turn greener and the flowers bloom. Summer will be here before we know it!

I would like to say thank you to our team. I have never been prouder than I am now, as they manage to keep customers comfortable despite dealing with the continued challenges of COVID-19. We've always had a do-whatever-it-takes culture here, and it has served us and our customers well navigating through the pandemic.

As always, a big thank you to all of



our customers for your continued business and trust. We hope that you have a wonderful summer enjoying time with your family. One thing you can depend on: We will be here ready and waiting should you need us.

Stay well,

Bob Richard

PS: On behalf of D.F. Richard I want to wish Bonnie Hede and Greg Hede a happy retirement. We will miss you.

How crucial is A/C maintenance?

After a long hibernation, your A/C system may be a little rusty and in need of some tender loving care. Regular maintenance can address your air conditioner's minor aches and pains before they become full-blown emergencies that crop up, as they usually do, during the peak demand of the summer months, when you need your A/C the most.



Contact us today to schedule a time for your air conditioning tune-up service. While you are waiting for your appointment, there are some things you can do to get the ball rolling. Please clear obstructions from around your outdoor unit. Remove sticks, leaves and other debris so that your unit runs as efficiently as possible.

Spring tips for your oil tank

Why should you have a full tank of heating oil if you're not using it in the summer? Good question!

In warm weather, empty space in your oil tank can create problems for both the tank and the oil in it. Water condensation can form in tanks with empty spaces. Tanks that are outdoors, aboveground or in an unshaded area are even more vulnerable to developing condensation.

Water droplets will drip down and sink to the tank's bottom, which can cause sediment to form.

This sediment can corrode your tank, cause problems with your heating unit and clog fuel lines.



Spring tune-up special!

Save \$10 on heating tune-ups performed before **June 30, 2021.**

Call 800-649-6457 or contact us through our website to request a tune-up appointment.*

*Offer does not apply to window A/C units.

MAKE YOUR HOME HEALTHIER

You can greatly improve your home's indoor air quality by making some simple lifestyle choices and a couple of smart investments.

1. PRACTICE SELF-MAINTENANCE

You may sometimes forget to change the air filter on your furnace or air conditioning system and that can negatively impact your indoor air quality. Check your HVAC filter about **once a month** and change or clean it as needed. This is especially important if someone in your home has a respiratory condition, or if you have pets. In these situations, you may need to change or clean the filter more frequently.

2. PRACTICE PROFESSIONAL MAINTENANCE

Professional maintenance for your heating or cooling system will keep your equipment working well, your air circulating properly and humidity levels under control. If you haven't scheduled your annual HVAC maintenance service yet this year, **contact us today** to make an appointment.

3. INVEST IN A WHOLE-HOUSE AIR PURIFICATION SYSTEM

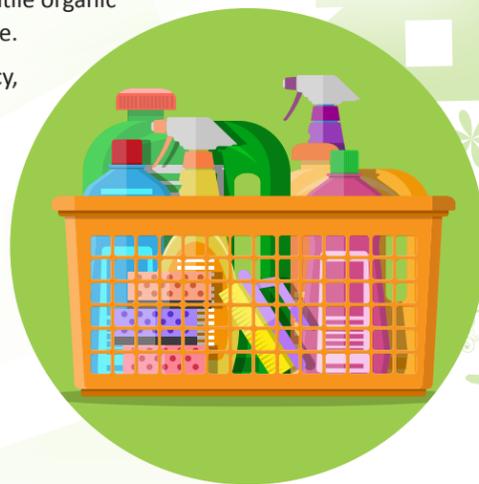
Consider installing **indoor air quality (IAQ) equipment** such as an air purification system. This IAQ solution safely removes the risks of many airborne and surface bacteria, mold spores and viruses. It also eliminates cooking odors. A whole house humidification system is also recommended.

4. CUT BACK ON COMMON SCENTS

Many cleaning and personal care products use scent as a way to make them more attractive. But the scents added to products like air fresheners, soaps, detergents, all-purpose cleaners and other products can result in hundreds of volatile organic compounds (VOCs) being released into your home.

According to the Environmental Protection Agency, VOCs can create health problems ranging from throat, eye and nose irritation to dizziness to even liver or kidney damage. Make an effort to use unscented products. You can still add a pleasant smell to your home with essential oils and a diffuser.

TIP: The EPA offers a **Safer Choice** guide for finding better cleaning options that won't harm your indoor air quality — or you. To learn more, visit EPA.gov/saferchoice.



COMFORTING NEWS

Warm weather brings us rewards — and challenges. If you're having difficulty keeping your home healthy and comfortable, call us. We can help!

Our IAQ experts will be glad to help improve the air quality in your home. Contact us today to learn more.

5. CONTROL HUMIDITY LEVELS

Humidity can create all sorts of problems. If the air is too humid during the summer, it can encourage the **growth and spread of mold**. Research has shown that molds can trigger asthma attacks, allergic reactions, and even lung infections in people with chronic lung disease or compromised immune systems.

6. ADD PLANTS

Houseplants are nature's air filter. Studies have shown that plants can remove formaldehyde, benzene, and other toxins from the air and replace them with oxygen. Some good choices for clearing the air include bamboo palm, Chinese evergreen, English ivy, ficus, gerbera, Golden Pothos, peace lily, philodendron, pot mum, and spider plants.



7. SPEND A LITTLE MORE ON CLEAN HOME-IMPROVEMENT MATERIALS

Planning a home improvement project? Use products that are **low-VOC** and mold resistant, such as fiberglass-covered drywall or gypsum board and low-VOC paint.



8. VENTILATE HOBBY ROOMS

We all love our hobbies, but some of them use some pretty toxic materials. If you plan to strip paint, use adhesives or do any other activities that expose you to harmful vapors, be sure to do it in a **well-ventilated room** — or better yet, work outside whenever possible.

DON'T WAIT FOR A COOLING BREAKDOWN

As the days of uncertainty linger on, there's still one thing we know for sure. It's going to get hot sometime this summer.

So the last thing you want is for your cooling system to shut down on a hot, steamy day.

If you've had your system checked out this spring already and your

service technician gave it a thumbs-up, then you should be all set to beat the heat.

But if you're relying on an old system that uses outdated R22 refrigerant, you risk a summer breakdown, not to mention high repair costs. An older system will also drain more electricity, making your cooling costs higher than they should be.

ENJOY ENERGY SAVINGS WITH HIGH-EFFICIENCY COOLING

A new **high-efficiency system** could cut your cooling costs in half — and eliminate the expense and annoyance of breakdowns — while keeping your home more comfortable, no matter how high the mercury soars.

Our cooling experts can evaluate your needs and help you choose a cooling system that's the right

size for your home.

To protect your investment in a new system, we recommend that you enroll in our **cooling service plan**. This ensures that you will get the maintenance that's required to keep your equipment warranty intact.



100% confidence

You may have seen us at your home recently, because we are currently installing cellular tank-monitoring devices on all propane tanks — just another tool we use in making efficient deliveries. A tank monitor allows us to always know the level of fuel in your tank.

How it works

- The **Otodata tank monitor** constantly measures your tank's fuel level and sends the readings to our office.
- We'll know exactly how much fuel is in your tank at all times. With this precision, you can feel 100% confident that you will get exactly the fuel you need, when you need it.



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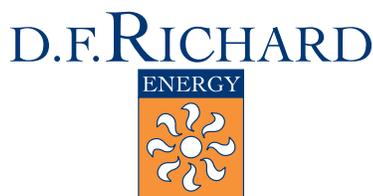


community corner

Individuals and families with food insecurity are a year-round concern for every city and town. We would like to acknowledge and say **thank you to all the food pantries and organizations** that are vital for feeding our communities.

Next time you go to the grocery store, please put a donation in the food pantry collection bin — or drop off a donation directly to your local pantry or homeless shelter. All our donations together go a long way in keeping the shelves stocked for those in need.

One person can and does make a difference.



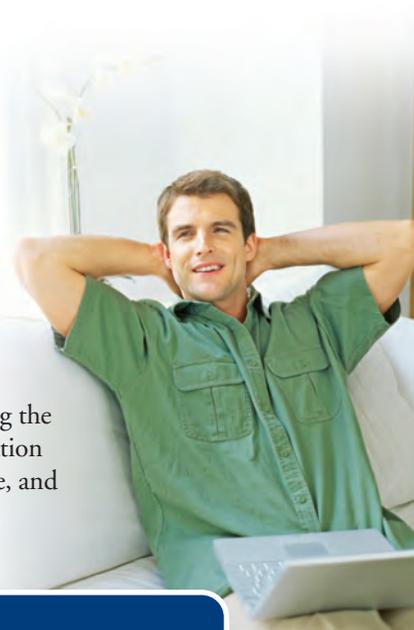
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4 smart moves for spring

Please add these tasks to your spring-cleaning to-do list.

- 1.** Before turning on your A/C system for the first time, **clean out the air vents or baseboards** in your home to remove dust and pet hair. This helps improve the indoor air quality and system efficiency.
- 2.** If you are building something or planting flowers or shrubbery near your outside A/C condenser unit or fuel storage tank, be sure to **leave plenty of room for proper air flow** and access for maintenance of your outdoor equipment.
- 3.** Have your **ductwork checked for holes** or other damage. Sealing your ducts can improve your indoor air quality and lower your home energy usage. Contact us for more details about improving your ductwork.
- 4.** **Schedule annual maintenance for your furnace or boiler.** Soot can build up during the winter inside your heating system. Condensation can develop when the warmer weather is here, and when mixed with soot it can cause corrosion.



In this issue: special tune-up savings