

D.F. RICHARD



Celebrating 90 Years!
1932-2022

HOUSE CALLS

ENERGY SOURCE

from D.F. Richard Energy

PERSONALLY SPEAKING

A milestone — and a lot to be grateful for

Hello Friends,

My parents started this company in 1932; since then, we have taken care of generations of families. If you already did the math, you'll see that we have reached a major milestone. We're celebrating our **90th year in business.**



also the extra load of covering for employees who missed work because of COVID-19.

Most important, we could not have thrived for 90 years without you—our community made up of friends,

family, neighbors and local businesses. I am overwhelmed and humbled by how you have embraced us and placed your trust in us over the years.

We look forward to many more years with you.

Warmly,

Bob Richard

After 90 years, the D.F. Richard team still lives by the principles we were founded on—**integrity, professionalism, and always being there for our customers.** I witness that commitment every day through the hard work of our delivery drivers, technicians and office staff. They give 100% to take care of our customers. Recently, they not only had to contend with the usual winter challenges but

Facing unstable prices together

When crude oil prices started to rise, our first concern was, **“How will this affect our customers?”**

At one point, prices were jumping three to four times a day. Even though the prices have declined by cents on the dollar, that is not enough to make a impact. We are following the markets closely and hope this turnaround will happen soon!

Where are things heading? No one knows. We dislike the situation as much as you do. Some people mistakenly believe that local fuel suppliers like ours make more money when prices rise. The opposite is true. In these circumstances, customers have trouble paying their bills. Meanwhile, we must pay our suppliers in just 10 days. Nothing will make us happier than seeing prices drop even further.

Our biggest concern is still the impact that high prices will have on households, including our customers who rely on assistance to supplement their heating costs. We'll always do what we can to make this burden as easy as possible on your family. One thing that can help is enrolling in our **SmartPay Budget plan**, which spreads out your fuel costs up to 11 equal installments. This stabilizes your energy expenses by leveling your monthly bill.

Congrats to our survey contest winners!

We asked for your feedback, and wow, did you deliver! Thanks to everyone who responded to our customer survey. And congratulations to the three winners of \$50 gift cards:

- » **William, of Lebanon, ME**
- » **Linda, of New Durham, NH**
- » **Julie, of Strafford, NH**



Please contact us for more details.

Five Pieces to a Cooling Solution



Most people think that their air conditioner just delivers cool air into the home, but it really does more than that. To keep your home comfortable, it also needs to pull the heat out of your home. Here's how it all happens.

1. Within your A/C system are **two coils** – an evaporator coil (located inside your house) and a condenser coil (located outside your house).
2. Traveling within and between these coils is **refrigerant** – a chemical that has the ability to change from a liquid to a gas very quickly, quickly transferring heat in the process.
3. Passing along the indoor evaporator coil, the refrigerant **absorbs heat** from the surrounding indoor air, leaving cooled air behind for redistribution to your house.
4. Meanwhile, the refrigerant – now a warm gas, thanks to the heat it has drawn from your air – travels to the outdoor unit, where the **condenser coil** squeezes, or condenses, all the heat out of it, turning it back into a liquid.
5. The **compressor's fan** then pushes the heat it has gathered into the outdoor air, while the cool liquid is recycled and sent back to perform its heat transfer duties once again.

These are just the basic principles. A professional cooling technician should service your home A/C unit every year to make sure it is working properly.

Solving the Puzzle of Cool Air

You rely on your air conditioning system every summer to stay comfortable — but are you familiar with the complete picture of how your home air conditioner gets you cool?

Stirring Up a Problem

Did you know that every time you mow your lawn, you could be affecting the operation of your central air conditioning unit?

This is because your mower stirs up grass clippings, dust, pollen and dirt during lawn maintenance. This debris then settles either on or inside your outdoor air conditioning unit, and that compromises its performance.

Take these steps to protect your outdoor A/C unit, which will minimize inefficient operation and help you avoid potential breakdowns.

- ➔ When mowing the lawn, position the mower in a way that **minimizes debris** from getting blown toward the unit.
- ➔ **Shutting off the A/C unit** while mowing can help make sure debris is not drawn to the outdoor condenser.
- ➔ When you're finished, **rinse the outdoor unit** by spraying with a garden hose for just a minute. Dirt, dust, pollen and grass clippings easily rinse away.
- ➔ Don't block off your outside air conditioning unit with plants, shrubs or other objects. Make sure there is between **18 and 30 inches of clear space** around the unit to allow it to "breathe." This helps it run more efficiently.
- ➔ **Don't stack anything** on the unit either, like garden hoses or landscaping tools and products.

Feel free to contact us if you have any questions.



The Disappearance of R-22



As you may know, the once-common refrigerant used in cooling systems known as R-22 is no longer made. As this outdated R-22 refrigerant gets scarcer each day, its price becomes more expensive.

That's a big — and costly — problem if your old A/C system leaks R-22 refrigerant and you need to add more.

If you're not sure what type of refrigerant your air conditioning system has, please contact us. All of the A/C systems we install operate on an economical and environmentally-friendly refrigerant called R-410. Upgrading to a higher-efficiency cooling system can save you a lot of money in the years ahead — on utility bills and repair costs.

The Riddle of the Vanishing Cool Air



If you detect an air conditioning problem early enough and call us, you may be able to avoid more costly air conditioning repair later on. Stay alert for these problems.

- ➔ **Restricted airflow** – Hold your hand up to the vent — do you feel a steady flow of air? If you don't, you'll most likely need service (try other vents, too – knowing if the problem is in one area or several can help narrow down the cause).
- ➔ **Frequent cycling** – If your home cooling equipment cycles (turns on and off) too often, it can cause your system to wear out prematurely. Frequent cycling is often a sign that your system is too large for your home, but the problem could also be mechanical.
- ➔ **A too-warm house** – There can be a number of reasons why your air conditioner is constantly running but the house isn't cooling, and our technician has to piece together all of the clues to solve the riddle before he can start fixing the problem.
- ➔ **Noticeably higher bills** – If you notice your bills creeping up year after year despite using your cooling system about the same amount (and your electric rates haven't gone up), your air conditioning system could be straining to cool the house. That can eventually lead to a breakdown in the summer heat. A simple tune-up may solve the problem!

Protect your heating investment

With inflation at its highest rate in 40 years and supply-chain delays continuing to create product shortages, it's often inconvenient and expensive to replace HVAC equipment. We're not surprised to see an uptick in customers protecting their existing equipment with our **Service Protection Plans**. Heating systems are big-ticket investments. Signing up for a Service Protection Plan guarantees:



- ✓ a free annual tune-up (Value and VIP Plan)
- ✓ priority service (Value and VIP Plan)
- ✓ replacement of a heating system* (VIP Plan)

This coverage can extend your heating system's life and reduce the amount of fuel you use.

If you want to protect your heating investment, give us a call or email CustomerService@DFRichard.com.

*Replacement heating system must qualify at the discretion of D.F. Richard. See terms and conditions.

D.F. RICHARD



(603) 742-2020

(800) 649-6457

DFRichard.com

CustomerService@DFRichard.com



community corner

Looking for things to do this summer?

The New Hampshire seacoast and southern Maine are full of fantastic community events, many of them FREE!



In Dover, we're excited for the summerlong **Cochecho Arts Festival**, featuring six live concerts at Henry Law Park.

Don't forget to check with your city or town's Chamber of Commerce for events happening close to your home.



D.F. RICHARD



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

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Moving? Don't forget to stop automatic deliveries!

Are you getting ready to move?

There are so many things to remember to do before leaving. You need to forward your mail and deliveries.

You need to transfer cable and internet service and tell all your banks and credit providers about your new address. Then you have to give the electric utility the new owner's info.

It's so easy to forget an item on your

checklist. One partner you should keep in the loop is your friendly fuel provider.

At D.F. Richard, we get calls daily about properties changing hands. One of the first questions is, "What do I do with the remaining product in my tank?" Here are some common scenarios for propane gas and heating oil:

Heating Oil/Kerosene

The buyer purchases the remaining fuel oil at closing or you can make it a gift; consult with your real-estate agent or our office for more options.

It's always a good idea to supply us with the new owner's name so that they can establish an account quickly and avoid delivery interruptions. Don't hesitate to call our office if you need to discuss an upcoming move.

Propane Gas

Ask for a gallons transfer and please notify the new owner of your request. The buyer purchases the remaining propane gas at closing, or you can gift it to them. Consult with your real-estate agent or our office for more options.

