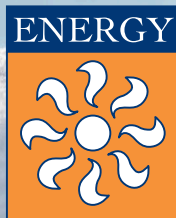


D.F. RICHARD



# HOUSE CALLS

ENERGY SOURCE

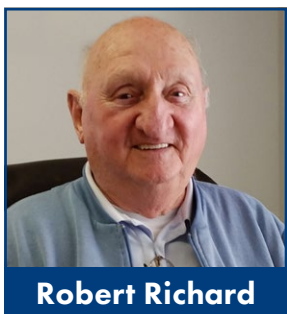
from D.F. Richard Energy

## PERSONALLY SPEAKING

### “The only constant in life is change.” — Heraclitus

Dear Friends,

**As we manage our way through another heating season,** we are always grateful for your continued business throughout the years. We also want to offer a big welcome to all our new customers.



**Robert Richard**

As most of you know, we unexpectedly lost a dear person to D.F. Richard over a year ago, our CEO, Richard Card. Before Rick passed, he had been mentoring his successor, Ryan Jackson.

To say that Ryan hit the ground running is an understatement. It was not easy to take over a position under those circumstances, and Ryan was sensitive to that.

Ryan started his career at D.F. Richard as a service technician when he was a young man. As the years continued, he moved into the position of Service Manager. From there, he progressed from Operations Manager to Chief Operations Officer and finally, Chief Executive Officer—all the while raising three daughters with his wife, Hilary.

I want to thank all the employees who came together and supported Ryan and each other through the transition while never losing sight of our priorities, especially our customers.

Warmly,

Bob Richard

### The 3 P's: paper, postage and payments

**Almost everywhere you go,** the use of paper is being replaced by some form of technology. It's a natural progression for environmental reasons, not to mention the time- and money-saving benefits. Emailing invoices and receipts is at the top of the paperless movement with **autopay** growing into the preferred choice for making payments.



The ease of using credit cards comes with rising processing costs for businesses, which has a trickle-down effect on the customer, with the cash-back or miles-earning credit cards being at the higher end of those costs.

We are all for saving time and money. Please call one of our customer service representatives to set up our paperless or paperless with autopay program. Or you can set up paperless within our customer portal and make payments as well.

Every month our business must pass a Payment Card Industry (PCI) scan to protect customer data by testing our IT infrastructure for vulnerabilities. When you create a password, be sure to AVOID making it personal. Combine numbers, symbols, and upper and lower case letters. And do not use the same password for more than one login.

### What's new?

**D.F. Richard Energy completed the installation** of our Farmington project this past summer. We installed a state-of-the-art propane gas storage facility to better serve you, our customers, in Stafford County North.



This facility houses 60,000 gallons of propane currently, with room to grow. Surrounded by security cameras, this facility also has an automated gate entry and a backup generator.

Upon completion, we invited the Farmington Fire Department for a walk-through and we had training sessions with department personnel as well.

# When the Comforts of Home Get Interrupted



## Lights out

Nothing says home comfort interruption like a power outage. There go your lights, heat, television and so many more devices you depend on to bring convenience to your life.

If you have a standby whole-house generator, it may have been a while since you used it. Review the manufacturer's instructions on how to use it safely. And above all, make sure you have enough fuel to keep the generator running throughout the power outage.

After power is restored, follow these tips:

- **Throw away any food that was exposed** to temperatures above 40° for two hours or more. You should also dispose of any food that has an unusual odor, color or texture.
- **If the food in your freezer has stayed colder than 40°** and has ice crystals on it, it's safe to refreeze it.
- **Restock your home emergency supply kit** (new batteries, bottled water, canned food, etc.).
- **If you're concerned that your medications may have spoiled**, ask your doctor or pharmacist for advice.
- **To prevent damage from power surges**, unplug all electrical appliances before resetting your circuit breaker.
- **Make sure there is no standing water in your basement.** If flood water has reached your heating system, get it checked before trying to restart it. Internal valves and controls are vulnerable to water damage and should be inspected.

Source: <https://www.cert-la.com/EmergPrepBooklet.pdf>

**Many people define “ultimate luxury” as simply having the chance to relax and enjoy the comforts of home. But those comforts can be interrupted sometimes. Here are common home comfort problems – and ways to deal with them.**



## How to reboot your heating system

As you've learned from previous power outages, your heating system will not run without electricity. That's true not only for propane gas and heating oil systems but also for natural gas and, obviously, electric heating systems.

Once your power is back on, remember that your system typically won't start up on its own. It usually needs a little help from you. Look at it as a system “reboot.”

If you have a modern propane gas system, it should have a reset button. Push it **once only** and see if your system starts up. Pushing this button multiple times may cause damage to the control panel. If you have an older gas system, check to see if the pilot light has gone out.

If you have a heating oil system, follow the same advice as a gas system: push the reset button one time only. **Do not push it again.** Pushing this button multiple times can flood your system with oil, resulting in a costly repair.



## Save time and expense

At some point, you may lose your heat, and it won't be caused by a widespread power outage. To save yourself the time and expense of an emergency service call, here are some things you can do yourself to get your heat back!

- **Check to see** if you have enough heating oil or propane in your storage tank.
- **Ensure the system's power switches** are in the “on” position.
- **See if a circuit breaker** has been tripped.
- **Make sure your thermostat is set** above room temperature and to “heat.” Check the batteries also.
- **If you still can't find the problem**, press your system's reset button once only.

## What happened to the hot water?



If your old water heater is running out of hot water more frequently, it may have reached the end of its lifespan, which ranges from 7 to 13 years. Other trouble signs include higher water heating costs, leaks, rusty water and unusual noises.

Our water heater experts can help you choose a replacement model that's the right fit for your space, use and budget, then install it quickly and correctly so your comforts of home will always include plenty of hot water.

Both propane and oil-powered water heaters can save you a lot of money in operating costs versus less efficient electric units. They provide hot water faster and offer a range of different options to suit your home and comfort needs.

## Running on empty



It can be a big pain in the neck when you run out of heating oil or propane,

but we know life gets in the way sometimes. It's easy to lose track of things.

If you want to remove “check the tank” from your to-do list this year, switch to our **free automatic delivery service**. The result: minimal chance of a run-out, no more calling for a delivery and no more checking your fuel levels on your own.

Instead, trust us to track how much fuel your home uses. When you start getting low, our driver will simply come to your home and fill up your tank based on the schedule we have built for you.

### Tip

If you already get automatic delivery, don't forget to tell us if something has changed that affects how much propane or heating oil you use in your home. We'll adjust your delivery schedule accordingly.



# How reliable are heat pumps during the winter?

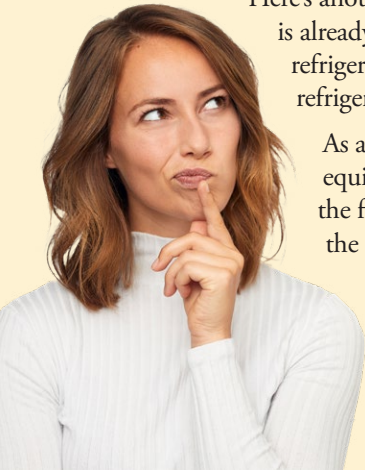
**While electric heat pump systems provide excellent air conditioning,** they are just not reliable enough to be your only heating option in winter. When the outdoor temperature falls below freezing (32°F), performance can decline significantly.

Heat pumps are also notoriously difficult to repair, especially if the technician needs to work on the system's outdoor unit in the middle of winter. Sometimes, the weather makes that impossible!

Here's another big concern. The cost to install a heat pump system, which is already expensive, is expected to rise dramatically because the R-410A refrigerant that's been used is being phased out in favor of more eco-friendly refrigerants, beginning on January 1, 2025.

As a result, manufacturers need to add new components to their equipment to be compatible with the new refrigerant. These are among the factors that can mean even higher overall prices for heat pumps in the future.

If you want to replace your old heating system, please contact us. We will be happy to explain all your replacement options.



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## Community corner

**Are you on a limited budget** and need help with your heating bills this winter? Reach out to one of these fuel assistance agencies to see if you qualify for funding.



### Rockingham County

- ▶ **Derry:** 603-965-3029; toll free: 855-295-4105
- ▶ **Portsmouth:**  
603-436-3896;  
toll free: 800-639-3896
- ▶ **Seabrook:**  
603-474-3507;  
toll free 800-979-3507
- ▶ **Raymond:**  
603-895-2303;  
toll free: 800-974-2303

### Community Action Partnership of Strafford County & Tri-County

- ▶ **Dover:** 603-435-2500
- ▶ **Rochester:**  
603-435-2500
- ▶ **All Coos, Carroll,  
and Grafton County  
residents:** 888-648-2227

### York County, Maine

- ▶ 207-324-5762;  
toll-free: 800-965-5762

## Our electric grid is not ready

**It really seems foolish** for policymakers and utilities to advocate for large-scale electrification when it's a big challenge to even meet our current needs. Our country's electrical grid is simply not ready to meet this enormous new demand.

The grid is already vulnerable to power outages during summer heat waves. So, what's going to happen during a cold winter if most people have converted to electric heat pumps?

While we recognize the clean energy possibilities of electricity generated from renewable sources, it should not be the only answer. For years now, we have strongly advocated for a balanced energy approach that takes other clean-energy options into consideration.

We're excited about the path that both propane and heating oil are taking toward becoming carbon-neutral renewable fuels, meaning they will add no new carbon to the atmosphere when burned.

Please join us in telling our elected officials to come up with a more practical, balanced energy plan for the Seacoast.

