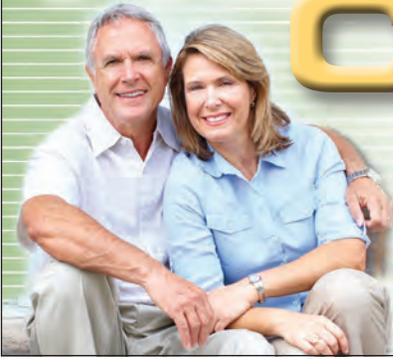


# HOUSE CALLS

## ENERGY SOURCE

from D.F. Richard Energy



### PERSONALLY SPEAKING

## customer satisfaction means a lot to us

Dear Friends,

**We always welcome** feedback from our customers.

Our everyday goal is to provide 100% customer satisfaction. That means making sure you are satisfied from the minute we answer your call to long after the work is done—with repairs done right the first time and installations that make your home more comfortable and energy-efficient.



Of course, we aren't perfect. When a customer expresses disappointment, we do everything we can to make things right again. That's why we appreciate it so much when you fill out our customer-satisfaction survey after a D.F. Richard technician visits your home. We read every one and use your comments to keep improving. In appreciation, we randomly choose customer surveys

and award a gift card to those customers.

**Congratulations to our three recent winners:**

David Greer, Dr. Lawrence Kane and Vasant Dass.

We want to thank all of you who have taken the time to fill out our survey. We will continue to make every one of you feel appreciated, cared for and confident about your home comfort.

Warmly,

Bob Richard

P. S. Don't miss **Dr. Energy Saver Seacoast at the Seacoast Home & Garden Show**, April 1-2, at the University of New Hampshire in Durham.

## thank you for helping our team

**A big THANK-YOU** to all of you who keep your driveway and the path to your tank and fill pipe cleared. Trying to keep our drivers and technicians safe in inclement weather presents extra challenges when it comes to delivering fuel or repair service.



OP/WINT-14680

## Bioheat® from Hero BX

**Driven by our** commitment to you, we are constantly investing time and research into industry-specific products and services. In keeping with that effort, we are excited to be the first authorized distributor for **Hero BX Bioheat**. Hero BX is the largest biodiesel manufacturer in the eastern United States.

Bioheat is made from recycled vegetable oils, animal oils and fats and waste cooking oil. It costs no more than conventional heating oil and requires no changes to your current equipment.

Because it **produces more Btu's of heat than any other alternative fuel**, you use less of it to heat your home. Bioheat has lower emissions than petroleum diesel, so it's better for the environment,



and since it burns cleanly, it reduces breakdowns and extends the life of your equipment. If you would like more information on this product, please fill out the reply card.

# Going in the right direction with oil and propane

This is the time of year when you want to stay comfortable, avoid problems and save money. To help you keep from getting lost, we offer a few tips.



## smooth road ahead for oil and propane

The oil heat industry continues to undergo a revolution that is significantly improving oil heat's efficiency and cleanliness, thanks to vast reductions of sulfur levels.

As a result, heating oil burns more cleanly, with lower emissions. You also benefit from better heating efficiency and easier maintenance, since low-sulfur oil creates fewer deposits on heat exchangers.

**This is only the beginning.** The quality of heating oil will get even better in the years ahead. And that's good news for the environment—and for your pocketbook.

Meanwhile, propane use continues to grow because it is one of the cleanest, efficient and most versatile fuels around. This American-made energy source can be used to power appliances inside and outside your home. Plus, more businesses are using propane Autogas to fuel their vehicles, instead of more expensive diesel or gasoline.

Propane really does improve your quality of life, whether it's fueling stoves, clothes dryers, gas generators, pool heaters, water heaters or heating your entire house!



## up ahead: tankless water heaters

The average household uses about 65 gallons of hot water each day. Are you paying more than you should to keep all that hot water flowing? Do you keep running out? If you had a tankless propane water heater, you wouldn't have to worry about this. Here's why.

**Lower bills.** By operating only when hot water is needed (and not using a pilot light), a tankless system will cut your monthly bills—sometimes by as much as 40%!

**Unlimited hot water.** Imagine never running out of hot water in the shower—even if the dishwasher and washing machine are running!

**Easy fit.** Tankless systems can be wall-mounted; these units are about the size of a suitcase, which means we can put them in crawl spaces, attics, closets and other tight spaces.

**More value for your home.** A tankless water heater will improve your home energy rating system (HERS) and LEED scores, which adds more value to your home.\*

We will be glad to give you advice and answer your questions about your options in water heaters!

\*HERS is a nationally recognized system for inspecting and calculating a home's energy performance. Leadership in Energy and Environmental Design (LEED) is a green building certification program.



## your destination: comfort and savings

With all that you have to deal with during the winter, the last thing you want is to lose sleep over concerns that your old furnace or boiler is going to conk out and leave you and your family cold.

When you purchase a new high-efficiency oil or propane heating system, you'll immediately eliminate those worries.

You'll save a lot of money down the road too. A new system should help you save up to 20% on your annual heating costs. If you significantly improve system efficiency by upgrading from a really old system to a high-efficiency unit, your savings could be 40% or more!

You'll feel the difference in comfort. And you'll also save on repairs, because you'll minimize the potential of a breakdown, which is a common problem with older systems.

Today's oil and propane heating systems are clean, green and extremely economical.

We can help you determine which system is just right for your energy needs. Contact us today and we'll be happy to help.



## tips to avoid a bumpy ride

We want to make sure you're getting the most out of your heating system. We've provided a few tips here on how to keep it running safely and efficiently.

- Keep the area around your system as clean and clutter-free as possible. Never store anything flammable near your system.
- Change or clean the filters in your furnace about once a month. A dirty filter compromises efficiency and can even result in a shutdown.
- After a storm, clear any snow or ice from your propane tank and its components. Inspect the outside air vents to ensure that there is no blockage.
- Keep a path open to your oil fill pipe and clear your driveway after a storm so our driver can reach your tank.
- If you ever smell gas, leave your home right away. Report the problem from another location as soon as possible.





Hi, I'm Zenbo.  
Want to win me?

The Zenbo home robot is the latest innovation in voice-controlled home helpers. Zenbo can roam around while taking your commands. Use it to control smart home devices, serve as a security camera, unlock doors, help with online shopping and even entertain the kids with stories.

Read this newsletter and answer the questions on the enclosed reply card. All entries received by 5/19/17 with the correct answers will be entered into a drawing. **Two prizes will be awarded!**

Value: \$599

Zenbo has protocols for keeping kids amused while making life more convenient for older folks.

No purchase necessary. A purchase will not increase chance of winning. See enclosed card for details.

D.F. RICHARD



Call us!

(603) 742-2020  
(800) 649-6457

Visit us!

DFRichard.com

Email us!

CustomerService@DFRichard.com



We're celebrating our  
85th year in business!

## propane supply: good and plenty



**Our track record** for reliable supply has always been one of our strongest competitive advantages. We store propane on our property for protection against occasional bottlenecks in the supply chain.

D.F. RICHARD



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

PRESORTED  
STANDARD MAIL  
US POSTAGE  
PAID  
DG3



## at your service

Our customer service team helps us to provide you with the best service. They know your names — and we want you to know theirs! Meet the team.

Standing: Cheryl, Judy, Nancy, Jackie and Dottie.  
Sitting: Christine, Jen, Bonnie, Amy, Jocelyn and Rachel.

## get a FREE home energy evaluation and enter our drawing

At Dr. Energy Saver Seacoast by D.F. Richard, it's our business to make your home more comfortable and energy efficient.

When you schedule a complimentary home energy evaluation of your home, you can count on a **total** performance assessment — including ductwork and ventilation, insulation and weatherization, heating and cooling efficiency, indoor air quality and more.

Schedule your appointment **now** and we'll enter you in a drawing



to win a Rinnai tankless water heater or a Rinnai direct-vent zone heater.\*

Call 603-516-6698 or visit  
DREnergySaverSeacoast.com today!

\*Drawing will be held 5/22/17. Conditions apply. Contact us for details.