

HOUSE CALLS

ENERGY SOURCE

from D.F. Richard Energy

PERSONALLY SPEAKING

creating a better online experience

Dear Friends,

We accept the fact that when you try something new, sometimes you need to go back to the drawing board. Since we launched our online customer portal, about a year ago, I have received many suggestions from our customers on how we could make it better. Well, you will be glad to know that we listened to your advice, and we are currently at work on creating a better online experience for you.

When we're finished, here are examples of what you'll be able to do online:

- **View your transaction history** – deliveries, service and payments, and current balance
- **Get paperless billing:** no more checks to mail
- **Set your recurring** payment options
- **Choose one-time** or pay-as-you-go options



- **Request non-emergency delivery**
- **Request non-emergency service**

And the list goes on!
We'll keep you posted and alert you as the launch date approaches.

On a separate note, congratulations to our latest gift card winners: Carl and Georgia Chapman, Robert Keays, and Peggy Rogers-Brooks. We drew their names at random from the completed and returned customer surveys and reply cards.

The feedback we get is invaluable because it helps us identify ways to improve our service.

Please let us know what we can do to help keep you warm this season.

Warmly,

Bob Richard

5 smart moves

There are many things you can do now that fall is here to avoid problems and help yourself have a trouble-free winter. Here are a few suggestions:

- **Call us for a gas safety check.** With this service, we'll inspect your propane tanks and lines, following guidelines developed by the propane industry.
- **Switch to** automatic deliveries.
- **Enroll in Auto Pay:** Contact us about making automatic payments — no stamps to buy, no checks to mail and no worrying about late payments.
- **Replace old heating equipment:** If your system is old, replacing it with a high-efficiency model can reduce your annual fuel costs by as much as 30%!
- **During the winter,** please take a few minutes to remove snow, ice or any other obstructions to your tank and fill pipe so that our driver can deliver your fuel as safely and efficiently as possible.



WIN a Nintendo Switch!

Your kids or grandkids will be thrilled if you enter our contest and win the new Nintendo Switch! This home video game system, which is **completely mobile**, was introduced in the spring, and it's the **fastest-selling** home console system in Nintendo's history.

Read this newsletter and answer the questions on the enclosed reply card. All entries received by 1/19/18 with the correct answers will be entered into a drawing.

FIVE winners will be selected!

No purchase necessary. A purchase will not increase chance of winning.

Run up the score on efficiency

If there were a competition for the most energy-efficient home on your block, would you be the winner? Begin the game now by marking the box for each statement that is true; then add up your points to see if you ran up the score.



Our comfort system is less than 15 years old



Why You Scored: If you didn't check this box, consider a replacement system soon; the performance and reliability of heating equipment typically deteriorates after 15 years (sooner if maintenance has been neglected). At a minimum, a new system should help you save up to 20% on your annual energy costs. (If you significantly improve system efficiency, savings can be even higher.) A new system also improves comfort and saves on repair costs because you'll minimize the potential of a system breakdown.

Game Summary: A family that spends \$3,000 per year to heat and cool their home and reduces their annual costs by 20% saves \$600. If the new system costs \$3,000, the payback time on a system investment will take only five years.*

* For illustrative purposes only; energy savings and equipment costs vary.

We have regular preventive maintenance done on our system



Why You Scored: When your comfort system gets inspected, cleaned and adjusted annually—ideally in the spring or summer—efficiency improves, saving you about 10% on your annual energy bills.

Game Summary: The money you save on energy easily covers the cost of getting your system serviced. Regular checkups fend off inconvenient breakdowns and costly repairs, and extend equipment life.

There are no air leaks in our ductwork



Why You Scored: In the average home, ducts leak about 15% of the heated or cooled air that passes through them. Leaky ducts also push dust and other impurities into your living spaces.

Game Summary: Although duct sealing is an investment, you'll reduce your annual energy costs by about 20%.

Our home is properly insulated



Why You Scored: Air leaks are like a broken window! The average house loses as much cool or warm air through leaks in walls, attics and other areas as if its owner neglected to repair a broken window.

Game Summary: Proper insulation and air sealing can fix that "window", reduce energy costs by up to 20% and make a home more comfortable.

We use electric space heaters instead of our central heating system



Why You Didn't Score: Depending on its efficiency, your central heating system will provide you with about 20 times as much heat as a portable electric heater for a lot less.

Game Summary: If you have to use an electric heater for extra heat, always turn it off when you leave the room or go to sleep.

We control our indoor humidity



Why You Scored: In the winter, a whole-house humidification system restores moisture to your home and eliminates excessively dry air. Properly humidified air keeps you comfortable at lower temperatures, saving money on heat.

Game Summary: During the cooling season, you can dehumidify your home and save money on air conditioning costs.

We've staked out electronic vampires



Why You Scored: Electronic vampires are gadgets that consume standby power when they're not in use, such as desktop computers or phone chargers. Any device that uses a remote control or displays a clock will draw power even when it's turned off.

Game Summary: Conserving electricity this way can save you as much as 10% per year. If everyone took this approach across the country, every year we could conserve more than 100 billion kilowatt hours of electricity. This would save \$10 billion in energy costs.* *Source: USEPA.

We set the thermostat up high to heat our home faster



Why You Didn't Score: Your system will produce heat at the same rate regardless of whether your thermostat is set to 68° or 85°. (Setting the thermostat higher just makes your system work longer and burn more fuel.)

Game Summary: For better temperature control, trade in your old digital or manual thermostat for a wireless remote smart thermostat. After you register it online, you can access it from any location and adjust temperatures for both comfort and savings.



Did you WIN?

25–30 points:
No contest. You ran up the score on efficiency. Congratulations!

15–24 points:
It was a close game, but you won. Keep looking for ways to improve efficiency.

0–14 points:
You need to improve your team. Call us for ways to score more points on efficiency.

building a winning team

It's not easy to become an employee of D.F. Richard! Before we hire an applicant, we make absolutely sure that they have the right qualities to excel in the job they are seeking.

All our prospective delivery and service technicians must undergo a **background check and pass a drug test** so our customers will know that the person coming into their home is a trustworthy individual. While finding the right people is not a simple process, we believe it is well worth



the extra time and effort.

Our licensed service team represents our company well, because they are dedicated to always doing the right thing. They make it easy for us to stand behind our work and to exceed your expectations on every job we do.

At D.F. Richard, we understand that it takes a great team to deliver excellent service, and that is our main goal every single day.

D.F. RICHARD

ENERGY



Celebrating 85 Years!

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how reliable is your carbon monoxide detector?



Many homeowners believe

that as long as they have a functioning carbon monoxide (CO) detector certified by Underwriters Laboratories (UL), they will be safe from exposure to this toxic gas.

Unfortunately, that's not always the case. Carbon monoxide begins to have a negative impact on health at concentrations of 15-20 ppm (parts per million). Many standard detectors don't go off until CO levels have been at 70 ppm for two to three hours.

The solution is to install a **low-level CO detector**, which alerts you to a problem much sooner. Because they are not UL-certified, however, these units must be used in conjunction with standard carbon monoxide detectors to ensure that you comply with safety codes.

We can help ensure that you are fully protected from carbon monoxide. Please contact us today to learn more.



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Celebrating 85 Years!

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Community Corner

D.F. Richard is proud to support the mission of Hyder Family Hospice House, a precious resource in our community offering compassionate care for those with life-limiting illnesses.

Please join the Friends of Hyder Family Hospice House at the Dover Elks Lodge on October 18 for a Sweet Mystery Dessert Tasting. This tasty event begins at 6 p.m. **Save the date!**

To learn more, go to FriendsofHyderFamilyHospiceHouse.org and click on *Events/News*.



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