



**Fuel for Thought**

*Integrity, Trust & Value Since 1932*

PERSONALLY SPEAKING

**we're working hard to keep you comfortable**

Dear Friends,

**W**e have reached February and although it's still winter, thoughts will soon turn to Valentine's Day, President's Day and—believe it or not—spring training.

We care about the safety and security of your family, and our staff has been hard at work this winter, making sure you have reliable propane and fuel oil deliveries, in addition to prompt and courteous service.

We know that winter can be problematic, with its cold, snow and ice. In addition, fluctuations in world energy prices are a challenge for us all. We continue to work tirelessly so that each of our customers is cared for and their needs addressed. We thank you for giving us the opportunity to serve you.

In just a few weeks (if the ground hog



**Bill Ermer**

cooperates), the grip of winter will pass. By that time, we will be busy with new training and development programs for our employees, so we can provide you with even better service.

Spring is a great time to service or update equipment that has served you for years but is not as efficient as it once was. Some of the new energy-efficient products on the market are discussed in

this newsletter (see page 4).

If you have any questions about any of our programs or products, please call us.

Best wishes,

*Bill Ermer*

Bill Ermer

P.S. Join us Thursday, May 5, 2011, from 1 p.m. to 6 p.m., to celebrate our annual Customer Appreciation Day. More information will be in our next newsletter.

**looking out for your safety**

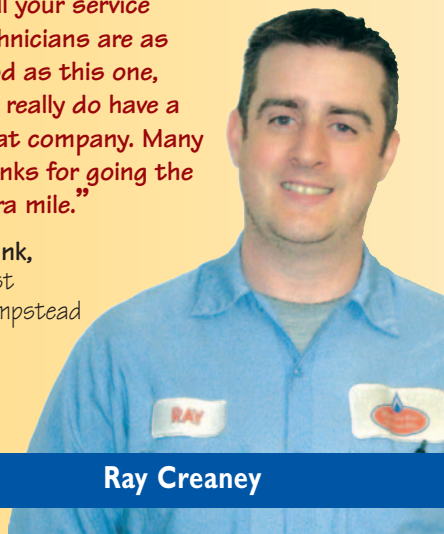
**O**ne of our main concerns is the safety of our customers. That's why our technicians will frequently do a safety check when they go out on a service call. Here's a "shout-out" from a customer for our technician Ray Creaney.

*"Your technician was terrific. Not only did he manage to hook everything up in a confined space, he also did a GAS [Gas Appliance System] Check on all the appliances. My wife really appreciated that he adjusted the gas burners on the stove so things now cook better."*

*"He also discovered that our gas fireplace did not function correctly. After contacting the dealer, they installed a new unit. He showed me the emergency shutoff valve and how to operate it correctly. When he left, we both felt that here was a company that actually cares about its customers, one that you could call on in the event of a problem."*

*"If all your service technicians are as good as this one, you really do have a great company. Many thanks for going the extra mile."*

Frank,  
East  
Hampstead



**Ray Creaney**

**Win a 3DHD home theater package!**

**Why pay extra** to go out and see movies in 3D? Enjoy them at home instead. This 3D HD home theater package from Sony brings together a **46-inch LED 3D HDTV, a Blu-ray Disc Player, a 3D Sync Transmitter and 3D Active Shutter glasses.**

For a chance to bring theater-quality entertainment into your home, read this newsletter and answer the questions on the enclosed reply card.

All entries received by June 6, 2011, with the correct answers will be entered in a drawing.

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

- 3D picture
- 1080p resolution
- 240Hz refresh rate
- Internet video streaming
- Internet connectivity
- 3D movie compatible

**\$2,500 value!**

OPW11-11805

# You're Safe and Warm With Us

*When the weather outside is frightful, a warm home is so delightful!* Here are a few ways you can stay comfortable, save money and help the environment. We've included some troubleshooting tips too!

## warm up to a propane fireplace

There is absolutely nothing romantic about cuddling in front of a furnace on a stormy night. So it's a good thing we have fireplaces!

If you're looking for ambiance, you would probably love a vented gas log set, which allows you to add a free-standing "fireplace" to just about any room in your home.

However, if you want a fireplace that can serve as a heat source too, then a fireplace insert or a free-standing gas fireplace may be the best choice.

Gas fireplaces offer many advantages. They are maintenance free, come in a variety of styles and are easy to install. In addition, they pose a lower risk of a house fire than fireplaces that burn wood.

### propane vs. wood

If you have an existing wood-burning fireplace, "trade it in" for a propane gas fireplace, which heats a room more evenly and efficiently. As much as **90% of the heat produced by a wood-burning fireplace goes straight up the chimney.**



Did you ever notice how cold a room becomes when a wood fire begins to burn out? It's because all the heat in the room is being drawn out the chimney!

Propane gives you greater control over your fire, thanks to features and accessories like remote control, push-button ignition, variable heat controls and thermostats. Today's gas fireplaces also feature natural-looking log sets, with glowing crackling embers and high flickering flames.

### clean, safe and reliable

With propane, you'll never have to get up and put another log on the fire or wait to make sure the fire is extinguished before you go to bed. You will help the environment too because propane burns much cleaner than wood. (A wood-burning fireplace produces **4,000% more emissions than a propane unit!**) When you have a propane fireplace, there is:

- ➔ **no fussing** with wood or ashes
- ➔ **no fire starters** or kindling
- ➔ **no worrying** about sparks or embers
- ➔ **no smoke** or soot

## clean-cut

**The residential heating oil industry** continues to work with state and federal governments to increase environmental standards associated with heating oil. This includes efforts to vastly reduce the sulfur content of fuel oil. **Ultra-low sulfur fuel will reduce emissions to a negligible level**, allowing us to utilize new heating system technology (already in use in Europe), for systems with efficiencies that can exceed 95% AFUE.\*

\* Annual Fuel Utilization Efficiency

## what icicles are trying to tell you

If there are icicles hanging from your roof, you could be facing a double whammy. First, there's the safety risk of their falling. Second, icicles often mean that you're **losing heat** through your attic.

icicles form when a roof has "hot spots" (caused by escaping heat), which melt snow. The water trickles to colder spots on the roof and freezes; the water that drips over the eaves turns into icicles. Eventually, ice dams can form, and water trapped behind these mounds of ice can seep into the home, resulting in costly repairs.

The solution for heat loss and potential water damage is to **seal air leaks** in your attic and then **improve the insulation.** These steps will also lower your heating costs—and reduce cooling bills in the summer, because your attic will retain less heat.

## system problems: sights, sounds and smells

Every problem has a symptom, and frequently, it is accompanied by something you either see, hear or smell. Here are just a few examples.



### water leaks or rust around your boiler

Leaks or rust often mean that your boiler is wearing out. You should begin researching your replacement options.

### oil odors

If your system is working properly, you should never smell fuel oil. An oil smell could come from a leak, burner or combustion troubles, heat exchanger failure or exhaust system problems. Schedule service as soon as possible.

### unusual noises

Here are a few sounds and the possible causes. (Note: A correct diagnosis can only be made with an on-site visit by a service technician.)

**Banging, whistling, howling or the sound of rushing water in your pipes.** These are common symptoms of air in the pipes, insufficient water flow or a buildup of sludge.

**Booming or rumbling burner.** It's normal to hear a burner "kick on," but if it makes a loud boom, which indicates a "hard start," the burner is not igniting properly. It needs to be serviced as soon as possible.

**Straining sound from fuel pump.** This means that there is a clog somewhere in the delivery system, for instance, in a filter or supply line.



There's nothing like cuddling near a fireplace with a loved one on a cold winter night.





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*Integrity, Trust & Value Since 1932*

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**PalmerGasCo.com**

★ enter to win a 3-D HDTV  
 and disc player\*

★ call now for a spring tune-up

\*No purchase necessary. A purchase will not improve chance of winning. See enclosed card for details.

## energy-saving solutions to enhance your comfort

**A**t PalmerGas/Ermer Oil, we are always on the lookout for stand-out products that deliver what they promise. Here (at right) are three that we can recommend without reservation.

But remember—how a product performs is directly related to how it is installed. You can always trust us to do the job right, so that you receive the maximum benefits for efficiency and comfort.

**Contact us today and we will deduct 5% from the price of each of these appliances.** Call 800-420-9045 and ask for Arthur DeTora, or you can email us at [sales@palmergasco.com](mailto:sales@palmergasco.com). This offer expires on 3/18/2011.

### Rinnai tankless water heaters

- Up to 40% less energy use
- Never runs out of hot water
- Space-saving tankless design
- Fresh clean water that hasn't been stored in a tank
- Lasts up to two times longer than a water heater with a tank

### Trio™ Boiler for oil customers

- Constructed for durability and long life
- Recirculating flue gas technology reduces emissions
- Energy Star rated
- High efficiency, up to 87%
- Limited lifetime warranty

### Rinnai ENERGYSAVER™ Direct Vent Wall Furnace

- Up to 83% AFUE\* efficiency
- Comfortable consistent heating
- Sealed combustion minimizes indoor heat loss and ensures safety
- Simple flexible installation
- Minimal space requirements
- "Cool-to-the-touch" cabinet

\*Annual Fuel Utilization Efficiency



## what to do if you lose your heat

1. Check the fuel level in your tank.
2. Be sure all emergency switches are in the "on" or "start" positions.
3. Check fuses or circuit breakers.
4. Make sure the thermostat is set above room temperature and to "heat." (For warm-air systems, if you adjust the thermostat and the fan doesn't go on, this usually means your burner is not igniting.)
5. If you have oil heat, press the reset button on the burner, ONCE ONLY.

**If you still don't get heat, call us—24 hours a day, 7 days a week— at (800) 420-9045.**

## don't get left out in the cold

**A standby generator is a great thing to have. But you need to monitor your fuel use** closely when you lose power in order to keep your generator running and avoid getting left out in the cold.

Most generators use about 1.5 gallons of propane per hour. Monitor your tank level regularly during power outages, and call us for a delivery when your tank gauge reads 40%, which, on average, should provide about 24 hours of operation.

Please contact us about purchasing a standby generator.

