

Energy Matters



Needham Oil & Air

PERSONALLY SPEAKING

we'll help you weather any storm

Dear Friends,

Doesn't it seem like extreme weather events are becoming the norm? First, there were last winter's record snows, and then over the summer came a hurricane,

a tropical storm and even an earthquake. Mother Nature's latest treat was to trick us with a freak snowstorm right before Halloween. The heavy snow brought down trees and power lines, closed roads and knocked out power for thousands. Many of our employees' homes were also in the dark.

During this time, we responded to **twice as many** no-heat emergency calls than normal. To meet this high demand, our team worked around the clock to help our customers. Sure, we ran into a lot of obstacles, but we know that you rely on us to keep your family safe, warm and comfortable—through all kinds of weather. It's a responsibility we take **very** seriously.



The snow didn't stop Needham drivers like Tom Groden from making deliveries.

photo courtesy of The Boston Globe

As another winter sets in, we want you to know that you can depend on Needham to be there for you when it matters the most—regardless of the next trick Mother Nature plays on us.

Warmly,

Erinn Woodcock

you get more per gallon with us

Some people think that all heating oil is the same and that it doesn't matter who you buy your fuel from. **Our customers know better!**

With each gallon we pump into your tank, you also get:

- 24/7 emergency access to our highly trained technicians.
- a reliable supply of high-quality fuel.
- programs to protect your price and make your fuel costs easier to manage.
- a company that's part of your community and supports local charities.

There will always be companies who try to lure you with a low price. But there are very few companies



that provide the **commitment to excellence** we offer.

If you ever have a problem, you can be assured that when you call us you'll speak to someone who understands your concerns and can address them with the **immediacy** they deserve. We are here to help you day or night.

That's reliable neighborhood service—the kind you can't put a price on!

customer corner

While our company is big enough to have the resources to solve your problems quickly, we also provide you with a **personal touch**. We're a local service provider, staffed by employees who live right in your neighborhood. They know your town, and they know you and your home. And they care about you.

That's why **Margie Brodsky** of Needham has been a customer since 1990.

"Needham recently installed a new heating and air conditioning unit for me and I couldn't be happier with their work," says Mrs. Brodsky.

"I know I'm not just a number to them. I'm a real person! The customer service people and the technicians always listen to my concerns and provide me with solutions. I've always felt safe and secure with Needham."



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- is your home making you sick?
- what do you get with each gallon?

efficiency: the key to saving money

Because of great advances in technology, today's high-efficiency heating systems use substantially less fuel than older models. That's why a new system can **reduce your annual heating bills by about 30%.**

As one example, installing a new Bryant oil furnace will give you these benefits:

- more heat from less fuel
- lower heating bills
- fewer breakdowns
- environmentally friendly warmth.



Qualified customers can get six months of **0% financing** on a Bryant furnace.

Call us today to learn more about your options in new heating systems.



Remember, we're here for you year-round. If you have an old cooling system, we'll be glad to tell you about the latest options in high-efficiency cooling equipment too!

helping customers breathe easy again

Many of you have asked us about indoor air quality products and services, and we're pleased to have the resources and expertise to offer solutions to your problems. Here's how we helped one customer.

Doug S. used to suffer from asthma and allergies, which he could only relieve through medication.

But then he consulted one of our indoor air quality specialists. After speaking with Doug in depth and evaluating his home environment, we installed a whole-house air filtration system and humidifier. Over time, Doug's condition improved to the point where he no longer needed to rely solely on his medication to breathe easily.

If you feel your indoor air quality can be improved, please call us and we'll strive to make your outcome as happy as Doug's. Needham is always here to help you stay comfortable in your home—in more ways than one!



did you know....

- Low humidity leads to dry indoor air, which affects your skin, eyes, throat and nose, creating an ideal environment for sickness. Research has shown that certain bacteria and viruses grow better in dry areas.
- Our options in humidification systems include fan, bypass and steam units.
- Up to half of all illnesses are either caused or aggravated by indoor air pollution, according to the American College of Allergists.



Whatever it takes.™

