

Comfort Matters



Bigger doesn't mean better

Dear Friends,

A national survey asked homeowners what they liked most about propane. One of the top answers was that **local propane suppliers are very dependable.**



Joey Grigarauskas

We love that you appreciate working with a local, neighborhood company like ours. Your experience is so important to us, and we always want to ensure that you feel appreciated as one of our loyal customers. Being big enough to serve you but small enough to know you goes to the heart of why we do what we do.

In our business, we believe in the **Golden Rule:** Treat your customers the way you'd like to be treated. People tell us they value our fair and transparent pricing as well as

all of the services we offer that make their lives a little easier.

And you can rely on us for dependable, on-time deliveries and fast emergency service no matter how bad the weather gets. Just let us know what we can do to help throughout the

heating season.

Bottom line: you should know that when you're our customer, you can always count on **Service, Quality and Value — Guaranteed.**

Warmly,
Joey Grigarauskas
General Manager

A cleaner future with propane

Propane already emits less than half the greenhouse gas emissions of electricity to produce the same amount of energy. That's primarily because the majority of the electricity used in our country is produced by either natural gas or coal-fired power plants. Thanks to the growth in production of renewable propane, this cost- and energy-efficient fuel will be even better for the environment in the future!



Renewable propane is a byproduct of the renewable diesel process, and right now, methods are being perfected to produce propane from renewable sources. We look forward to the near future, when millions of gallons of propane a year will be produced in this way.

This new type of propane delivers all the benefits of traditional propane, while still being clean, affordable and reliable. We're excited about the promise of renewable propane in the years ahead and how it will be a much better bet for our environment than switching to electricity.

Visit RenewablePropaneGas.com to learn more about our cleaner future with propane.

WIN a Home Office Upgrade

Still working from home? Here's your chance to create the home office you've always dreamed of. Whether it's a new desk or computer, the latest software, better lighting or improved organization, you get to choose!

Read this newsletter and answer the questions at PioneerOilAndPropane.com/contest to enter. All entries received by 1/19/22 with the correct answers will be entered into a drawing.

Create your dream office by winning this \$1,500 prize!



Congratulations to Amy Rossi!

She won the NordicTrack bike in our Spring 2021 newsletter contest!



No purchase necessary. A purchase will not increase chance of winning. See PioneerOilAndPropane.com/contest for details.

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Find Your Path to Comfort & Savings

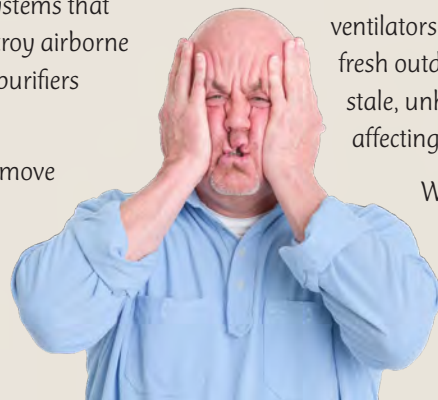
You can easily lose your way trying to keep your home comfortable at an affordable cost. Here is some advice to help you stay on the right path to both comfort and savings.

Avoid going in circles with indoor air

These days, we recognize the value of breathing in healthy indoor air more than ever. Improving your indoor air quality (IAQ) is a big part of keeping your home comfortable, energy-efficient and healthy too.

Today, there are air purifying systems that use the latest technology to destroy airborne viruses, mold and bacteria. Air purifiers reduce household odors as well.

Air cleaning systems will also remove dust and other particles from your home that can trigger allergic reactions and cause respiratory ailments.



Additional IAQ solutions include humidifiers that add moisture to the air in your home directly through your duct system. This keeps indoor humidity at comfortable and healthy levels. Plus, ventilators can be used to bring in fresh outdoor air while expelling stale, unhealthy air, all without affecting indoor temperatures.

Want to breathe easier and keep your home healthier? Contact us today and we'll be glad to help get you started.



Keep your heating system in sight

If you get regular maintenance done on your gas furnace or heat pump, your heating system should be ready to handle anything winter brings our way. But even though your heater may be out of sight, don't let it be out of mind.

During the heating season, change or clean the air filter in your furnace or heat pump a few times. A clogged filter will severely lower heating efficiency and can even result in a shutdown.



Air filters are located either behind the return-air vent or in the ductwork near the heat pump's air handler or the furnace's blower fan. Some filters are designed to be discarded and replaced periodically. Some have a plastic frame. If yours does, you can clean and reuse it. Ultimately, you should always refer to the manufacturer's instructions and be sure to turn off the furnace or heat pump before you do anything with the filter.



Navigate your way to safety

- **Keep the area around your heating equipment** as clean and clutter-free as possible. Never store anything flammable near your heating system.
- **If you ever smell gas, leave your home right away.** Report the problem from another location as soon as possible.
- **Install carbon monoxide (CO) detectors** in your home, following the manufacturer's instructions about location and maintenance. You should have functional smoke detectors too.
- **Make sure your outdoor vents remain clear** of debris so that combustion gases don't back up into your home.



Don't get lost in hot and cold spots

One of the most common signs of poor airflow is the presence of hot and cold spots in your home. Here are some of the causes:

- **An old or poorly maintained heating system.** As heating systems age, performance can drop off dramatically. That's why it's so important to get professional heating maintenance throughout your equipment's life – and to replace it when you notice signs of old age, such as the need for frequent repairs.
- **Blower fan problems.** A blower fan in your furnace forces air through your ductwork to

deliver heat to your living space. But blower fans have motors, and motors can weaken or eventually break down. If your blower fan becomes sluggish, poor airflow can result.

- **Leaky, poorly installed or undersized ductwork.** Your ducts deliver heated air from your furnace or heat pump to your living space. But in many homes, as much as 30% of the heated air could be getting lost along the way as a result of faulty ductwork.



➤ Blocked vents/registers.

Furniture, drapes and other items can restrict the heated air coming out of your vents. This will disrupt airflow, decrease heating efficiency and make your system work extra hard to keep your home warm. The solution, of course, is to keep your heating vents clear whenever possible.

Contact us for more advice about solving airflow problems in your home.



Repair or replace: which way should you go?

If your boiler or furnace is at least 15 years old, consider replacing your heating system soon; the performance and reliability of heating equipment typically deteriorates after 15 years (sooner if maintenance has been neglected).

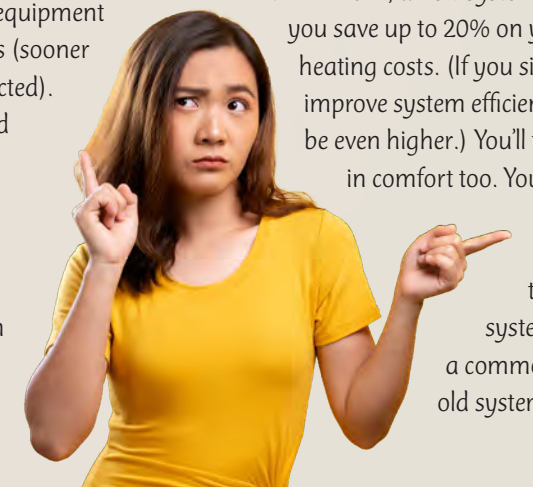


And just like computers and smartphones, heating equipment becomes outdated over time.

With better technology, a new high-efficiency heating oil system can often pay for itself within a relatively short period of time with the money you save each year on heating costs. After that,

you can start adding up all of your energy savings!

At minimum, a new system should help you save up to 20% on your annual heating costs. (If you significantly improve system efficiency, savings can be even higher.) You'll feel the difference in comfort too. You'll also save on repairs because you'll minimize the potential of a system breakdown, a common problem with old systems.



Ask the expert

Q: Why are propane appliances more efficient than electric ones?

A: Propane is one of the most powerful — and versatile — fuels available. Much like electricity, propane can be used to run just about any appliance, however, propane will almost always do a better job of it. It's **cleaner-burning than electricity** and requires far less fuel to produce the same amount of heat energy. For example, just one gallon of propane

equals 27 kilowatt hours (kWh) of electricity!

Propane space heaters, wall heaters and propane fireplaces all heat rooms faster than electric models, and typically run more efficiently.

In the kitchen, propane-powered cooking ranges offer precise temperature control that no electric stovetop can match. And if you're looking to dry clothes faster with less wear and tear on your clothes than electric dryers, propane is the way to go.



Joe Germain
energy advisor

Snapshot

Jeff Matthew, our lead installer, oversees jobs from start to finish, ensuring our crew has all the materials needed to complete the installation.

Jeff brought plenty of skills to us when he joined our team about four years ago. He worked at a brewery where he added to his plumbing and electrical knowledge. Before that, he served in the U.S. Army for five years, working as a machinist and welder.

"I have a lot of fun working at Pioneer," he says. *"We're a close-knit group all dedicated to keeping*

people warm and comfortable in their homes."

Off the job, Jeff likes to refinish products from the past and make them look new again, such as the coal stove he has been working on.

"It makes a nice conversation piece," says Jeff, who grew up in Holden.



Jeff Matthew
lead installer

Let us know if something changes

If your home heating habits have changed over the past year, please let us know before the weather gets cold. Without this information, our automatic delivery projections could be thrown off, which could affect your deliveries.

Factors that may impact your heating fuel consumption include working from home, (or returning to the office full-time), a change in the number of people living in your home or any other substantial change to your daily routine.

And if you'll be out of town for an extended period of time, please let us know that as well. If you have a propane tank, one great way to have peace of mind is to have a **tank monitor** installed. Contact us today with any updates or to learn more about tank monitors.



Are you ready for winter?



We encourage you to take advantage of our many programs and services! If you haven't had a **tune-up** in the past year, set up your appointment now. If a repair or an equipment upgrade is needed, you'll have time to take care of it before it gets really cold.

We also recommend that you sign up for **automatic delivery** to reduce the risk of a run-out. If you're already on automatic delivery and your home heating patterns have changed over the past year, please let us know so we can make adjustments to your delivery schedule.

Lastly, if you are not already participating in one of our **payment plans** or **service plans**, contact us. These are both great ways to take away worries.

Help our driver reach your tank

When you have a delivery coming, please make sure leaves or other debris don't block your oil fill pipe or tank area. If there's snow on the ground, please clear your driveway as well as a path to your tank, and if you have an underground tank, please "flag" the fill pipe so it's easy for our driver to find.

