Spring 2026

Comfort Matters

Pioneer Oil and Propane
Service, Quality and Value—*Guaranteed.*

when winter was at its worst, our team was at its best

Dear Friends,

Todd Lohrman

It's been a while since we've dealt with a winter this intense. Unrelenting snow, cold and ice pushed heating fuel demand and home heating systems to the limit.

But as they say, when the going gets tough, the tough get going. And our team is the toughest one out there. So, now that spring has arrived and the breakneck pace has slowed, we want to say thank you to both our employees and our valued customers.

To our employees—we wouldn't have our strong reputation and high level of service without your amazing work. When emergency requests skyrocketed, and conditions outside were downright dangerous, your commitment never wavered. That level of dedication doesn't happen by accident. It's a reflection of your character and determination.

To our customers—we genuinely appreciate your patience during an extraordinarily challenging season. Requests for fuel deliveries and emergency service surged, sometimes stretching response times longer than we ever want them to be. Even so, everyone who needed help received it. We're so lucky to have you as customers.

Please know that our team will be here to safeguard your comfort—no matter what Mother Nature throws at us!

Warmly,

Todd Lohrman

General Manager

turn your tax refund into years of energy savings

Looking for a smart purchase to make with your tax refund this spring? We have a suggestion for something that can make your home more comfortable while lowering your energy costs for years to come.

Upgrading your home comfort equipment is the smartest way to cut those costs. If your system is more than 15-20 years old, you're missing out on modern, efficient technologies that can slash 20% or more off your HVAC-related energy spending.

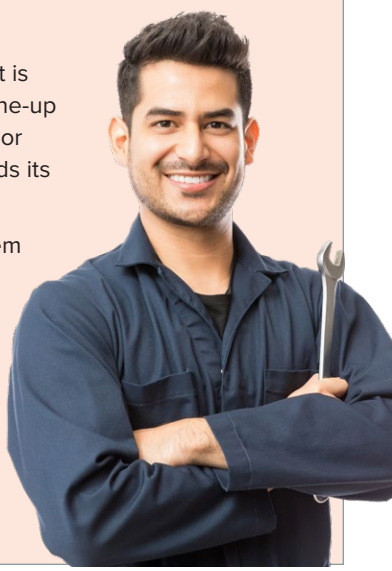
And you can lower your up-front expenses by taking advantage of our **preferential financing for HVAC equipment and water heaters.** Credit-approved customers can even receive **12 months same-as-cash and pay $0 in interest,** all while enjoying lower energy bills right now and for years to come!*

Reach out to our office or contact us online to get started with your home comfort upgrade.

*Minimum loan amounts apply. Interest starts accruing when funds are disbursed. Interest waived if repaid within 365 days from first disbursement. Other terms and conditions apply. Contact us for more information.

protect your equipment and peace of mind

This intense winter reminded us all how important it is to protect your home's HVAC equipment. The most effective way to do that is with professional maintenance. An annual tune-up prevents breakdowns, restores your heating or cooling system to peak efficiency, and extends its service life.



Protect your heating or air conditioning system with our service plan, and you'll receive:

- An annual tune-up
- Priority service
- 20% off all repairs

Get in touch with us to enroll in a service plan today!

OPSPR26-19042

Propane and Oil: The Feel-Good Fuels for Your Home

Both propane and heating oil efficiently warm your home and heat your water, helping you enjoy greater comfort, energy savings, and peace of mind.

Versatile Propane for Summer Fun

Propane doesn't take a vacation when warm weather arrives. In fact, it's the perfect fuel for extending your outdoor enjoyment long after the sun goes down.

- **Fire pits and fireplaces** provide real flames and instant warmth at the flip of a switch – without smoke, soot, or ash. When the evening ends, cleanup is effortless.
- **Outdoor lighting** powered by propane adds elegance to walkways and patios while operating for just pennies per hour. Best of all, these lights continue working during power outages.
- **Patio heaters** make cool nights comfortable, raising nearby temperatures by up to 25°F. Their portable designs let you place warmth exactly where you want it – no electrical outlet required.
- **Pool and spa heaters** fueled by propane heat water faster and maintain temperatures more efficiently than electric options, so you can confidently invite guests in, knowing the water will feel just right.

And of course, **propane grills** deliver unmatched convenience and precision. Whether you use a portable grill or a built-in outdoor kitchen, propane offers even heat, no starter fluid odors, and no messy cleanup.

Here's the **cherry on top:** you can always count on us to keep your propane supply ready for you to enjoy all that summer fun!

How Much Propane Will I Use?

Similar to how horsepower is used to rate a car's engine, propane appliance usage is measured in Btu per hour. We can use this calculation to give you a general idea of your typical propane consumption:

- **Furnace** (100,000–200,000 Btu/hr): about 1–2 gallons per hour
- **Gas fireplace** (26,000 Btu/hr): about 1 gallon every 3 hours
- **Gas range/cooktop** (65,000 Btu/hr): about 5–10 gallons per month
- **Tankless water heater** (40,000 Btu/hr): about 1.5 gallons per day
- **Gas clothes dryer** (35,000 Btu/hr): less than 1 gallon per day

Source: Propane101.com

Five Easy Oil Tank Tips You Should Know

Heating oil tanks are built to last for decades, especially with basic care. These simple steps can help prevent problems and extend your tank's life.

1. **Don't let your tank sit empty.** An empty tank allows condensation to form, which can lead to corrosion and sludge buildup. Keep at least a partial fill year-round, or enroll in automatic delivery so you never have to worry.
2. **Watch for leaks.** Periodically check the tank, lines, valves, and fittings for signs of oil or rust.
3. **Check the tank supports.** Make sure your tank sits level on a stable surface. If the legs or base look compromised, schedule a professional inspection.
4. **Look for surface damage.** Dents, stains, tilting, or settling can signal trouble ahead.
5. **Keep the fill pipe clear.** Make sure it's easy to access year-round so deliveries can be safe and efficient.

Should I Insulate My Water Heater?

Here's good news: if your water heater was manufactured in 2004 or later, it likely already has enough built-in insulation to prevent meaningful heat loss. The U.S. Department of Energy states that storage tanks with a thermal resistance rating of R-24 **don't require** any added insulation.

Not sure of your tank's rating? There's an easy test: touch the surface of the tank.. If your water heater doesn't feel warm, adding insulation won't improve efficiency.

While electric water heaters tend to be the focus of most insulation discussions, oil-fired (and gas) water heaters are more challenging to insulate properly. And in most cases, they don't need it anyway unless they're extremely old.

Replacement Is the Real Solution

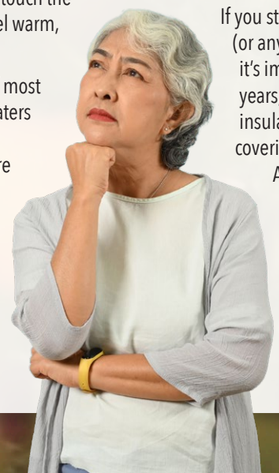
Water heaters with storage tanks typically last 7 to 13 years. Once your system passes that window, efficiency decreases, repair costs increase, and insulation won't solve those issues.

If your water heater is approaching (or well past) that age range, you've gotten your money's worth. A replacement is the smarter, safer investment. Please contact us about your options for new, high-efficiency oil-fired water heaters.

Leave Insulation Work to a Professional

If you still want to explore insulating your tank (or any exposed copper piping connected to it), it's important to continue cautiously. Over the years, our technicians have seen numerous DIY insulation projects go awry – everything from covering critical valves to creating fire hazards. A trained plumbing or heating professional can complete any modifications safely and correctly.

But for most homeowners, a better long-term approach is upgrading to a modern, high-efficiency system that reduces wasted energy from the start.



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Fuel Oil • Propane • Heating and A/C Sales and Service

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ask the HVAC expert

Q: When does it make more sense to replace a heating or cooling system instead of repairing it?

A: If your home comfort system is more than 15 years old, replacing it is often a good idea. We usually suggest replacement when the cost of a repair is more than half the price of new equipment.

As HVAC equipment ages, its performance and reliability decline. Older systems also miss out on the efficiency improvements found in today's advanced HVAC technology. (And older A/C systems may have expensive, phased-out refrigerant.) Upgrading to a modern, high-efficiency system can significantly lower your energy use and may reduce annual heating costs by 20% or more. New systems also provide more consistent comfort, require fewer repairs and have fresh warranties.

Cade Clark
Energy Advisor

If you're considering an upgrade, contact us. One of our expert HVAC technicians can help you select a system that meets your needs and budget. We can also offer preferential financing terms. *(More info on page 1.)*

beat high winter bills with a budget plan

We all know that energy spending can spike dramatically during the winter—especially in as frigid a winter as we just had!

Good news: We offer a way to budget for your fuel more easily and slash your winter payments virtually in half. It's called the **Smart Pay** budget plan. We'll estimate your annual fuel costs based on your customer history and market pricing. Then we'll divide that cost into equal monthly installments. You'll always pay the same amount, even if you get two deliveries in one month. And don't worry—we track the cost of your deliveries throughout the year, so you never pay for any more fuel than you receive.
Reach out to us today to enroll.

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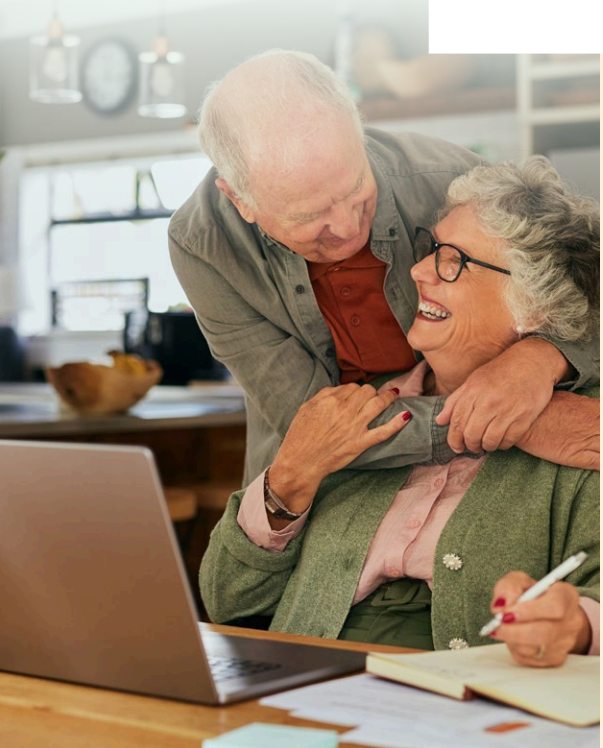

the easiest way to order your fuel

Did you know that you can arrange a fuel delivery without picking up the phone? With our convenient online portal, you can request more fuel electronically in less than five minutes!

It's as easy as 1, 2, 3:

1. Go to our website: **PioneerOilandPropane.com.**
2. Click on **My Account/Order Fuel** on our homepage.
3. Log in to your customer account and request a delivery.

Interested in even more convenience in your fuel deliveries? Most of our customers choose to receive their fill-ups with automatic delivery. It's a completely free service that frees you from ever having to check a tank gauge or worry about running out, because our team schedules the deliveries for you.

You can reach out to our office to get set up with automatic deliveries.