



Extreme Weather FAQ

Questions about our service during this Frigid Weather Emergency

In recent weeks, over 400 cold weather records have been set in the Northeast and Mid-Atlantic. More frigid weather is on its way. We are doing everything we can to keep pace with this extraordinary cold wave. Here are answers to some of the questions we've been getting, along with some suggestions to minimize the risk of problems.

Q: Are you providing 24-hour emergency service?

A: Yes, our current customers are our absolute top priority. Our team is working around the clock to keep up with the extraordinary demand. However, delays are inevitable.

Q: What should I do if I lose my heat?

A: Before calling us, try these steps to see if you can get your unit started immediately:

- Make sure the power switch for the heating system is turned on
- Check for a blown fuse or a tripped circuit breaker
- Confirm that your thermostat is set above room temperature; check the batteries too
- Push the reset button on your burner – but not more than once
- Make sure you have fuel in your tank

Q: When should I order more fuel?

A: If you are on automatic delivery, we will take care of you without you calling. Only call us if you find your tank level has dropped below 20% of the tank's capacity. If you are not on automatic, we need much more time than normal. Please give us at least 5 days notice before you need a delivery.

Q: How can I prevent my water pipes from freezing?

A: If you leave the house, keep your thermostat setting no lower than 60°. Set cold water faucets to run at just a trickle to keep water moving, especially overnight. Leave kitchen and bathroom cabinet doors open so warm air can circulate around water pipes.

Q: Is it safe to use portable heaters?

A: Please use these devices with extreme caution and always follow manufacturer guidelines to the letter. You should also make sure your smoke alarms and carbon monoxide detectors all operate properly.

Q: What happens if it snows?

A: During times like these, it is essential that you keep your driveway and oil fill pipe clear of snow to ensure we can get to you.

Thank you for your understanding as we work around the clock to keep you safe and warm. We apologize if the hold time when calling our office is much longer than usual. Remember that many of your transactions can be handled on our website.