

Coan Comfort Zone



PERSONALLY SPEAKING

what's next for heating oil prices?

Dear Friends,

All of us have experienced the painful effects of not only higher energy prices, but inflated costs just about everywhere we look. We know this is hard for you, and you're anxious about what this winter will bring.

Believe us, we're doing everything in our power to try to ease the burden on your household budget.

There are reasons to be hopeful though. An uptick in production, combined with lower demand—and driven by worry over inflation—led to slightly lower heating oil prices

as we went to press. As the saying goes, what goes up must come down. And history is on the side of lower energy prices in the future. If you are interested in protecting your oil price, please visit our website for information.

If you have questions or concerns about your upcoming fuel bills, please get in touch with us sooner rather than later. We are more than willing to work out a solution and help you navigate this winter with a little less worry.

Our family has managed this business through tough stretches before. We have an exceptional team, excellent relationships with suppliers, and a phenomenal customer base. We will get through this together!

Warmly,

Kevin Coan



WIN \$500 worth of gasoline

Read this newsletter and answer the questions by sending an email to contest@coanoil.com to enter. All entries received by **1/19/23** with the correct answers will be entered into a drawing for **\$500 worth of gift cards**, which you can redeem at your favorite gas retailer. **Three winners will be chosen!**

No purchase necessary. A purchase will not improve your chance of winning. Entry must be received by 1/19/23. Winner will be selected at random on or about 2/2/23 by Warm Thoughts Communications, Inc. (WTC), Bloomfield, NJ. WTC's decisions on all aspects of the contest are final. Entrants agree to be bound by contest rules. Winner will be notified by email and may be required to sign a Prize and Publicity Release within 10 days of receipt unless prohibited by law. Failure to comply when requested may result in disqualification and the selection of an alternative winner. No responsibility is assumed for lost, late, stolen or misdirected mail. Entries void if incomplete, not legible or if they contain errors. All submissions become the property of WTC. Employees of Coan Heating & Cooling and WTC, its affiliates, subsidiaries, agencies and suppliers, and their immediate families, are not eligible. Must be at least 18 years old to participate. The following will be awarded: three (3) grand prizes: a \$500 gift card. Odds depend upon the number of entries received. Acceptance of prize implies consent to use name and photograph in promotional material without compensation. Any taxes and other expenses are the responsibility of the winner. Allow 4-6 weeks after the selection of the winner for receipt of the prize. Void where prohibited by law. All federal, state, and local regulations apply. The names of the grand-prize winners will be published in a future issue of our newsletter.

please keep us in the loop

If you're getting automatic deliveries, please let us know now if your heating patterns have changed. Variations in the number of people in your household, your work schedule and other factors can have an impact on your fuel usage.

We need to know so we can adjust the timing of your deliveries to reflect your increased or decreased need for fuel.

This will help us deliver your fuel when your tank is about a quarter full—no worries, no run-outs and no extra cost to you.

If you would like to start getting automatic deliveries, please let us know.



1. Bioheat® fuel annually prevents more than 1.5 million _____ of CO2 emissions.
2. Natural gas prices jumped to their highest levels since _____.
3. A new study showed that converting to _____ % biodiesel would save lives.

plenty of heating oil for you

With supply chain problems and product shortages still making the news, some customers have asked us if we have enough heating oil to keep them warm this winter. Fortunately, this situation hasn't affected our supply of heating oil.

We maintain our own secure fuel storage facilities and have the largest fuel capacity—about **300,000 gallons**—of any heating oil company in the MetroWest region. We also have solid relationships with reliable fuel suppliers. With our own secure supply, we can also control the level of biodiesel that our clean-burning, ultra-low-sulfur **Bioheat®** fuel includes.

So, rest assured, we'll always have enough heating oil on hand, no matter how cold the weather gets. As we've done for many years, we will deliver fuel, comfort and peace of mind to you.



tell us what you think

Each day, we wake up thinking about ways we can take better care of our customers and grow our family business.

Please let us know how we are doing! Tell us what you love about our service—or how you think we can improve.

Your feedback means the world to us, just as this recent customer review posted on Angi does:

"I have used Coan for 25 years and have always found them to be most professional and always quickly responsive to my needs — even after hours. I would highly recommend them."

— Patricia H.

Scan these codes with your phone for quick access to the Google and Angi review sites.



Google



Angi



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Natick, MA 01760



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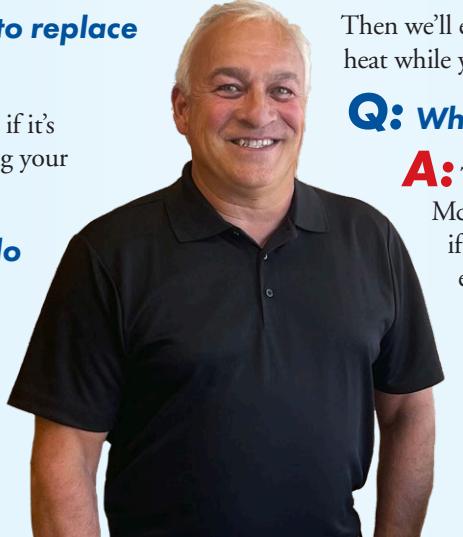
ask the expert

Q: How do I know when it's time to replace my heating system?

A: If your system is more than 15 years old or if it's prone to breakdowns, it's time to start researching your replacement options.

Q: Why should I choose Coan to do the installation?

A: Coan has installed more heating equipment than pretty much anyone in our service area. We can help you understand your options and choose the system that's right for your budget and your space.



Then we'll expertly install your new system so you can use less heat while you save more money.

Q: What systems do you usually install?

A: The brands we install include Peerless and Weil McLain boilers and Carrier furnaces. Please contact us if you're ready to make an appointment to get a **FREE** estimate on a replacement heating system.

Jim Tarchara, our service supervisor, answers your questions about installing new heating equipment.