

Coan Comfort Zone



PERSONALLY SPEAKING

standing out from the crowd



Kevin Coan

Dear Friends,
Going out of our way for our neighbors and friends has been part of our DNA since our founding.

While the range of our products and services has grown

considerably over the years, one thing that hasn't changed is our commitment to serving the people who matter most to us: you, our loyal customers.

We believe that your trust in us is something we must earn and keep every day, with every heating fuel delivery, with every equipment installation and repair, and with every request for service or advice.

We offer round-the-clock peace of mind with services like automatic

delivery, 24/7 emergency no-heat service, and 24/7 phone access. Anytime you call, you're guaranteed to get a friendly, local voice—not a stranger in a call center. We consider you our neighbors, our friends, our family.

Being family owned and locally based, we are deeply connected to the communities we serve. We are proud contributors to the 200 Foundation, which is made up of Metrowest business and community leaders who support programs to assist families and individuals throughout Massachusetts. Other organizations we proudly support include Little League and football programs and the local housing authority.

Please feel free to contact us, either by phone or through our website, if we can help you in any way this fall.

Warmly,
 Kevin Coan

have your needs changed?

If your fuel consumption patterns have changed in recent months, or if you will be leaving your property for an extended period of time over the winter, please let us know right away. Changes in the number of people in your household, your work schedule or other factors can have a direct impact on your automatic deliveries. Another way to ensure a stress-free heating season is to have a tank monitor installed. Contact us for more information about getting a tank monitor.

We pride ourselves on being familiar with your home, the condition of your system and how much fuel you generally use. Having updates from you allows us to continue the smooth, reliable service and peace of mind you deserve!



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, see questions at right and send answers to contest@coanoil.com. All entries received by **1/19/22** with the correct



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

1. If your boiler or furnace is at least _____ years old, consider replacing your heating system soon.
2. A dirty _____ compromises efficiency and can even result in a shutdown.
3. Never set your thermostat below _____ degrees.

Email (required): _____

No purchase necessary. A purchase will not improve your chance of winning. Entry must be received by 1/19/22. Winner will be selected at random on or about 1/28/22 by Warm Thoughts Communications, Inc. (WTC), Clifton, 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 & Air Conditioning 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 prize will be awarded to one winner: **One (1) grand prize: \$1,500 gift card.** Odds depend upon 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 winner. Allow 4-6 weeks after selection of winner for receipt of prize. Void where prohibited by law. All federal, state and local regulations apply. The name of the grand-prize winner will be published in a future issue of this newsletter.

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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 wrong turns — stay with someone you trust

The heating season can be stressful at times. Our job is to keep you and your family warm and safe while eliminating any unnecessary worries.

For example, we accelerate our delivery schedule to fit in extra deliveries ahead of winter storms and put extra staff on duty to handle increased call volume. Of course, our fleet is winterized for the cold weather. And we always have plenty of heating fuel stored away before winter.

Most important, our emergency operators are on call to dispatch a service technician for our customers at any time — 24 hours a day.

Not every fuel dealer can make this claim — or back it up with true



around-the-clock equipment service. We've built a reputation of being there for our customers time and again throughout our many years in business. We've been there when you needed us through wars, recessions, oil embargoes and now even a pandemic.

Remember, you can always save a few cents per gallon on heating fuel by shopping around for the latest "great deal." But is that really worth putting your comfort at risk when everything freezes over? Instead, stay with a company that you can feel completely confident about. Whatever your needs are this season, our team is ready and available to make your life a little easier — and less stressful.



Don't get lost converting to another fuel

The most refined grade of heating oil available, Bioheat® fuel is one of the cleanest-burning heating sources for your home. It reduces greenhouse gas emissions significantly, and no changes to your existing heating oil system are necessary.

Higher blends of Bioheat fuel burn even more cleanly, with fewer emissions, than natural gas or electric heat pump systems. You will also experience better heating efficiency and easier maintenance, since today's

high-quality Bioheat fuel creates fewer deposits inside your boiler or furnace.

A blend of ultra-low-sulfur heating oil and renewable biodiesel, Bioheat fuel integrates seamlessly with all heating oil systems, so no changes to your boiler or furnace are necessary in order to use it!

Extensive research continues on developing oil heat equipment and biofuel blends that will take cleanliness and efficiency to even higher levels.

So don't miss out by converting to another heating fuel that is less efficient, less reliable and less safe than Bioheat fuel, which gets better every year.



Keep your heating system in sight

If you get regular maintenance done on your furnace or boiler, your system should be ready to handle anything winter brings our way. But even though your system may be out of sight, don't let it be out of mind. Follow these do-it-yourself tips during the heating season.

► **Furnace:** change or clean the air filter a few times. A dirty filter compromises efficiency and can even result in a shutdown.



► **Boiler:** If you have an older steam boiler, check the water gauge periodically. Low water levels are a leading cause of boiler shutdowns. Steam boilers should also be flushed when the water in the gauge looks rusty. If you have a modern hot water boiler, the boiler's automatic filling system should maintain the proper water level.

To allow your heat to flow freely, make sure your radiators, baseboards or vents are not blocked by furniture or carpets.



Navigate your way to safety

- **Never set your thermostat below 60 degrees.** When your thermostat setting is too low, you risk frozen pipes. Water pipes near outside walls or in unheated spaces are especially prone to freeze-ups. The risk increases if cracks in your foundation allow cold air to enter your home.
- **Keep the area around your heating system as clean and clutter-free as possible.** Never store anything flammable near heating equipment!



Repair or replace: which way should you go?

If your boiler or furnace is at least 15 years old, consider replacing it 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 a 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.

fall into BIG savings!



If you're thinking about upgrading or purchasing new equipment, now's the time! Take advantage of huge rebates from **Mass Save** on the purchase and installation of eligible energy-efficient heating equipment for your home, such as **\$800** on a new oil furnace or boiler.

Contact us today to schedule a no-cost evaluation and to learn about free financing from Coan.

app-advantages

When you download our mobile app, you can enjoy 24/7 access to your account. You can use the app to pay your bills, schedule service and learn more about our offerings. Don't worry, our customer service team is still here to answer your questions, troubleshoot equipment issues and, of course, dispatch technicians for emergency service. Our app will make your life easier! Available on iOS and android devices, you can find it on the Apple App Store or on Google Play.



farewell and good luck!

We offer heartfelt gratitude and warm wishes to three employees who recently retired:

- **June Schofield**, credit assistant, insisted on staying with us through the pandemic so she could reach her 25th anniversary.
- **Sandy McLeod** started as a service technician 42 years ago and retired as an equipment specialist.
- **Gloria Dunbar** retired after being our bookkeeper for 27 years.

Happy trails to all!

Congratulations to our restaurant gift certificate winners! **James D.**, of Framingham, received a gift card and **Peggy S.**, of Framingham, chose dinner at the Oregon Club in Ashland.

Also, congratulations to the winner of our spring contest: **Amy Rossi** won the NordicTrack Fitness Bike!



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Bioheat[®] fuel vs. electric heat

Electricity is often described as a "clean" fuel, but there's more to the story. While electric appliances and heat pumps don't produce emissions at home, the power plant generating the electricity probably does produce emissions.

Those plants, often coal-fired or powered by natural gas, are among the largest sources of greenhouse gas pollution in the nation. Contrast that to our ultra-low-sulfur **Bioheat[®] fuel**, which helps reduce carbon and greenhouse gas emissions.

Consumers who use Bioheat fuel, which is highly refined, also

benefit from better heating efficiency and easier maintenance, since Bioheat fuel creates fewer deposits on heat exchangers.

Looking ahead, the heating oil industry is committed to achieving **net-zero carbon dioxide** (CO₂) emissions by 2050. As higher blends of Bioheat fuel are used, home heating oil will continue to move closer to being a carbon-neutral fuel.

This and other innovations within the industry will help keep heating oil as a leader in America's **clean energy** evolution.

