

\$75

REFER A FRIEND, RECEIVE A CHECK!

You already know all the advantages to being a Bantam Fuel customer – so why not share your discovery with a friend?

When you refer a friend or family member to Bantam Fuel, and they sign up for Automatic Delivery for their home heating fuel, we'll say "Thanks!" by sending you a check for \$75, and your friend will receive 50 Free Gallons of Oil or Propane!

Even if they don't end up joining Bantam Fuel, we'll send you \$5.00 for each friend you refer (as long as they're truly friends!).

So spread the word... REFER A FRIEND and RECEIVE A CHECK!

Email us: action@bantamfuel.com, Call us: 860-567-9431 or fill out our form on the web: www.bantamfuel.com

All referrals must have reliable contact information. Ten friend limit please. Offer only applies to referrals who are not customers already.

\$75



A Newsletter to Our Customers

SPRING 2009

SMART ENERGY SOLUTIONS

After this year of falling markets we asked the question, "How do we tame the most unpredictable factors in your energy budget?" And we did what no one else has done: We created a package of solutions that lets you pay less in rising markets and falling markets, avoid paying big repair bills, make your equipment more efficient without replacing it, and budget your fuel bills comfortably. Check out The SmartEnergy Plan in this newsletter, and let us present the smartest solutions to meet your energy challenge.

The government is offering money for energy efficiency. Here's how to get yours.

\$ In the summer of 2008, Governor M. Jodi Rell announced that homeowners who replace their furnaces with more efficient models are eligible for a \$500 rebate. It was also announced that \$2 million would be used to "recharge" the Energy Conservation Loan Fund, which helps homeowners pay for energy-saving improvements. The loans can be used for programmable thermostats and the latest technology in energy-saving improvements. To learn more about state and federal incentives to save energy call Bantam Fuel and ask for Tom Richardson. Tom will be happy to help you discover how you can qualify for

- A \$500 energy rebate from the State of Connecticut,
- A rebate of up to \$500 from the Propane Gas Association of America,
- Sales tax exemptions from the State of Connecticut,
- Up to \$1,500 in Federal tax credits for energy-efficient purchases,
- And energy loans, with such low payments that you might actually save more than you spend!

With Bantam Fuel as your energy-saving partner, you can be sure your energy dollars will go further, now and for years to come.

Ask about our **SmartEnergy** Plan to use less energy, save money, help the environment, and keep your home more comfortable.



EVERYDAY HEROES

Bill Young, one of our veteran drivers, averted what could have been a fatal accident on Christmas Eve. By swerving his fuel truck into an embankment, Bill avoided a head-on collision with an oncoming SUV that lost control. Both drivers walked away from the accident. Bill and all the first-responders and clean-up crews truly deserve our respect and admiration.

Tell us what you think!

We want to know what you think ... about our products, about our services, and about our company. Hearing what's on your mind is the best way Bantam Fuel can meet your needs and expectations. And the best way to contact us is through email. So email us at action@bantamfuel.com. And tell us what you think!

SEND



99 Lake Road • Bantam, CT

SMART ENERGY SOLUTIONS

860.567.9431 • www.bantamfuel.com • action@bantamfuel.com

License #S1-390778

High tech innovations deliver savings and comfort

\$ Updating old, inefficient heating and hot water systems with newer, more energy-efficient models is a good way to add more comfort to your home, while saving energy and money. With our **SmartEnergy** Plan, these upgrades can often pay for themselves starting this year.

HIGH EFFICIENCY BOILERS

We've saved thousands of dollars for customers by replacing their old, inefficient systems with ultra high-efficiency boilers. The new Weil McLain boiler with smart controls is a good example. We installed one in the home of Mr. William Maier, in Washington, and he saved over \$4,500 in the first year alone!



RINNAI HOT WATER HEATERS—PROPANE

The Rinnai Tankless Hot Water Heater is a small box that mounts on your basement wall. Unlike tank heaters that waste energy by keeping water hot all the time, the Rinnai heats water on demand and can save you up to 40% over a tank style heater. Here's what Bill Clayton, of Warren, said after we installed a Rinnai in his home: "I'm saving over \$100 a month on my electric bill. This new gas water heater has already paid for itself!"

To learn more about high-efficiency boilers, tankless water heaters and other new energy-efficient equipment, email us, or call us. (Be sure to ask about rebates, tax credits and payment options!)

IN THIS EDITION

- Q&A—pg. 2
- A/C Section—pg. 2
- Service!—pg. 2
- Price Cap—pg. 3
- Bio-Diesel Grant—pg. 3
- Auto Delivery—pg. 3
- Budget Plan—pg. 3
- Refer A Friend—pg. 4
- Employee Pride—pg. 4

860.567.9431 • www.bantamfuel.com • action@bantamfuel.com



ASK OUR EXPERT

Got a question about heating or cooling comfort? Just ask our expert, Tom Richardson, our New Equipment Manager at Bantam Fuel, gives you expert advice on keeping your house comfortable and energy-efficient.

Programmable Thermostats

Q: *Do programmable thermostats really help save on heating costs?*

A: Absolutely. Why keep the heat up while you're asleep or at work? Programmable thermostats turn the heat down when you go to bed, turn it up in the morning, down again when you leave for work and school, and back up when you come home! Studies have

Degree of annual savings

5 degrees lower	=	\$150
10 degrees lower	=	\$300
15 degrees lower	=	\$450

disproved the common misconception that furnaces work harder to bring the temperature up again, wasting the savings. According to the U.S. Department of

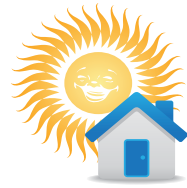
Energy, you can save up to 15% a year on your heating bill by turning your thermostat back 10° – 15° for 8 hours a day. That's a savings of \$375 a year or more!

High Tech Improvements

Q: *What technical improvement could I make that will save me the most money, short of installing a whole new furnace?*

A: Install a "Smart Control" and save up to 15%, even on older systems. These controls employ micro-processing technology to automatically adjust your existing heating system to match environmental conditions. On days that are cool (but not that cold), hot air furnaces will use fewer on/off cycles, while hot water boilers will send hot (but not scalding) water to the radiators. This reduces fuel consumption, wear on equipment, exhaust emissions and electrical usage. In both instances comfort is improved while saving money.

If you have a question you'd like answered, just call Tom at 860-567-9431, or email him at trichardson@bantamfuel.com.



Now's the time to cut your cooling costs.

Now is the best time to start thinking about keeping your home cool in the summer. Why? Right now, we're offering specials on the installation of new central air conditioning systems. If your system is more than 10 years old, you can cut your summer cooling costs by up to 24% when you install a new, energy-efficient system.

Now is also a good time to sign up for our new Air Conditioning Maintenance Plan. When the weather warms up, we'll perform our 15-point Inspection & Tune-up to ensure reliable, efficient cooling. We'll clean the condensing unit, test all controls for proper operation and re-charge the refrigerant if necessary. We offer the same expert, prompt service for A/C systems as we do for oil and propane systems.

If you'd like more information on a new system installation, or our Air Conditioning Maintenance Plan, email us or call us anytime. And remember, if you Refer-A-Friend, we'll send you a check for \$75. Cool!

Minimize your carbon footprint! Ask about our **SmartEnergy** Plan to use less energy, save money, help the environment, and keep your home more comfortable.



SERVICE NEVER SLEEPS

You never know when your furnace or boiler is going to fail. That's why our service fleet is on the road and ready to respond, night or day, every day of the year. You'll get fast, expert service from the most experienced technicians in the business. So even if your heat goes down in the middle of the night, call 860-567-9431, and we'll be there. Tip: May, June & July are the best months for our annual precision tune-up. And it's no charge with a Bantam Fuel service plan.

WE'VE GOT
ONE WORD FOR
OUR PRICE
CAP CUSTOMERS:
CONGRATULATIONS!



While many oil heat customers in Connecticut locked in at high prices for the winter, Bantam Fuel's customers took our advice and saved big with our Price Cap. When oil prices tumbled from \$4.50 all the way down to \$2.20 per gallon, our Price Cap customers rode the savings all the way down. For the average home, that represented a savings of over \$2,000! Price Caps have proven to be the smartest value in price protection, year after year, ever since we first made them available in 1992. This flexible arrangement protects you from rising prices, while giving you low market prices when oil falls.

PRICE CAPS AVAILABLE NOW

Want a Price Cap for coming season? No problem. Call us any day of any month, and we'll help you make a smart choice. Know a friend who could have enjoyed the benefits of Bantam Fuel's Price Cap? See our Refer-A-Friend article (pg. 4) to see how both of you can save money, or simply call us or drop us an email.

Time to recalculate your monthly budget plan?



If you're on a Bantam Fuel Monthly Budget plan, it might be time to take another look at it. If your monthly budget was calculated last summer, when fuel prices were much higher, we'd be happy to review your plan, based on current, much lower oil prices. We'd be glad to recalculate your monthly payments to reflect the oil market's recent drop. Saving you money is how we earn your business. Did you know your budget plan can include the cost of service plans, price caps, thermostats and more? That's savings!

Minimize your carbon footprint! Ask about our **SmartEnergy** Plan to use less energy, save money, help the environment, and keep your home more comfortable.

Bantam Fuel awarded state bio-diesel grant.



Bantam Fuel was awarded a \$50,000 state grant to support the economic and environmental benefits of biodiesel. Bantam Fuel has used the grant to upgrade the fuel transfer facilities in Bantam and Litchfield that store Bantam BioHeat. The storage tanks have received upgraded pumps, new meters, and remote measuring systems. The upgrades complement Bantam Fuel's commitment to being Northwest Connecticut's leader in green home heating and serve as an impetus for more people to use alternative energy sources in their homes. Being green is also about being efficient in every aspect of your heating and cooling (ask about our **SmartEnergy** Plan!). And if you know someone who would like to be a little greener in their oil-heated home, see our Refer-A-Friend article to learn how you can both save money!

Automatic Delivery is more than just a convenience.

Last year's soaring energy prices prompted some homeowners to suspend automatic oil delivery to save money. Unfortunately, many people forgot to monitor their tanks and ran out of oil. Besides being uncomfortable, a cold house can result in problems, like frozen pipes, that mean costly repairs. During the cold winter months, it's especially important to keep your home on Automatic Delivery to protect your investment. "We are very meticulous in monitoring each customer's energy usage," says Connie Seabury, Delivery Dispatcher for Bantam Fuel. "We track it against existing and on-coming weather patterns to make sure our customers are comfortable and cared for." Bantam Fuel's Automatic Delivery is free of charge, and invaluable to your peace of mind. To sign up, email us, call us, or visit our website.

Connie Seabury,
Delivery Dispatcher
at Bantam Fuel



860.567.9431 • www.bantamfuel.com • action@bantamfuel.com

860.567.9431 • www.bantamfuel.com • action@bantamfuel.com