



Warm thoughts



from **J.J. SULLIVAN INC.**

late fall 2012

PERSONALLY SPEAKING

we always come through for you!

Dear Friends,

The one-two punch of Super Storm Sandy and a nor'easter sent us into overdrive, with our staff working around the clock to make repairs and come through with fuel deliveries (including propane for generators). No one ran out of fuel and we restored heat for many of you. This is typical of the way we've taken care of our customers for four generations, and counting, since 1925.



Paul Sullivan

Even though many small family-run companies have been closing or selling out to big corporations, we're not going anywhere. We've also grown and expanded, always with an eye on how we can serve you better.

From our roots as a gas station, we've evolved to become your full service home comfort provider, offering everything from fuel deliveries to installations, and system

tune-ups to 24-hour emergency service. Last year we added propane to our lineup.

Our founding vision remains the same: **"Keeping our friends and neighbors warm and comfortable."** As part of

that vision, we help you save money—through convenient flexible budget plans or new energy-efficient equipment to help reduce your fuel bills.

But most of all, because of our relationship with you, **our vision is to be there when you need us.** We don't spread ourselves too thin; 99% of our customers are within a few miles of our office, so we can

get to you fast to solve your problem and keep you comfortable.

Warmly,

Paul Sullivan

battery check!

Every fall, we turn our clocks back one hour to standard time. When we do that, we usually remember to change the batteries in our smoke and carbon monoxide detectors.

As long as you're at it, make sure you check the batteries in your thermostat too! If the batteries in your thermostat go dead, it won't "call" for heat—and you may come home to a cold house wondering what's wrong.



Even worse, if you're away for a few days and your thermostat stops working, your pipes could freeze, resulting in costly water damage and expensive repairs.

WIN the all-new Microsoft Surface!

Are you all thumbs with a touchpad? Then enter to win the **Surface**, which features a kickstand and a revolutionary, 3mm thin cover that doubles as a fully functioning keyboard, making typing and emailing a breeze!

Read this newsletter and answer the questions on the enclosed reply card. All entries received by 1/15/13 with the correct answers will be entered into a drawing for the prize.



The Surface has a 10.6", 16:9 widescreen HD display for movie magic. A card slot allows you to bring along all your favorite movies and music wherever you go! Use the front camera to Skype and the rear camera to record events hands free.

No purchase necessary. A purchase will not improve your chance of winning. Entry must be received by 1/15/13. Winner will be selected at random on or about 2/1/13 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 alternate 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 J.J. Sullivan, Inc. and WTC, their affiliates, subsidiaries, agencies and suppliers, and their immediate families, are not eligible. The following prize will be awarded: **One (1) Grand Prize: Microsoft Surface tablet.** Odds depend upon number of entries received. Prize of equal or greater value may be substituted. 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.

Correctly answer the three questions below and return this form, and we'll enter you in our drawing.

1. Wireless _____ let dealers know when fuel drops to a certain level.
2. If your fuel habits change, your burn _____ will change also.
3. Most generators use about 1.5 gallons of fuel per _____.

Your email address (required):

01PFALL12-12687



What's Ahead for Propane and Oil Heat?

There have been some great advances in heating equipment over the past few decades, helping to make both oil and propane economical home heating fuels that provide superior comfort. But we predict things will get even better. Here's what we think lies ahead in the not-too-distant future.

The future for oil heat

- ★ People are installing super-efficient **co-generation systems** that generate both oil heat and electricity for the home.
- ★ More **solar and geothermal energies** are being integrated with oil heat in hybrid systems for water heating.
- ★ Most people now have oil heat systems that allow their oil dealer to remotely monitor the status of the equipment at all times and get a warning sign for potential problems. **Wireless monitors** are now standard on storage tanks, letting dealers know when fuel drops to a certain level. Once it does, they proactively make a fuel delivery.
- ★ Most heating oil contains **15%-20% biodiesel**. This biofuel blend produces less carbon emissions than natural gas, which has now become more of a carbon producer due to the growing use of liquefied natural gas. Methane leaks from natural gas remain an environmental concern.



The future for propane

- ★ More people take advantage of micro-combined **heat and power (micro-CHP) technology** so their furnace can be combined with a generator to heat the home and **make electricity**. Homeowners who operate this hybrid system an average of 4,000 hours a year produce nearly 5,000 kilowatt-hours of electricity, which not only saves money but reduces their carbon footprint by up to 6,000 pounds of greenhouse gases per year.
- ★ Another propane appliance gaining favor is a **high-efficiency heat pump** that's driven by a propane-fueled engine. This system is designed to efficiently heat and cool multiple zones in a home.
- ★ **The future also sees** more widespread use of **autogas**, a propane motor fuel that is clean-burning, cost-effective and domestically produced.



Shelter from the storm

Here are some suggestions to help keep you safe in the event of severe weather:

- **Keep an ample supply of fuel.** If you use a backup generator, make sure it has enough fuel. Check the owner's manual for instructions on calculating how much propane your generator uses. (For most generators, it's approximately 1.5 gallons per hour.)
 - If your area is prone to flooding, make sure **your tank is anchored securely.**
 - Once the storm passes, **check your area for downed power lines, damaged gas lines or damage to your fuel tank.** (If it is dark, use flashlights, not candles.)
 - **Don't use outdoor appliances indoors** and make sure your indoor gas appliances are **properly vented.**
 - **Check your appliances for water or other damage.** Never turn on a light switch, use a power source or inspect your appliances while standing in water. Have us inspect your appliances if you believe they have been damaged.

Is there something new at your house?

One of our customers (we'll call him Joe), recently added an in-law suite to his home to accommodate his mother-in-law. "We were glad to have her, but she always felt cold and kept turning the thermostat up," Joe says.

Fortunately, our driver, while making an automatic delivery last winter, learned about **this big change** in the household and alerted our office so we could **update our records**. This was vitally important because in order to accurately schedule automatic deliveries, we need information on the following:

- ✓ size of your home and its insulation
- ✓ efficiency level of your heating system
- ✓ size of your fuel tank
- ✓ number of people living in your home

With this data, we calculate your **burn rate** (how much fuel you use per day). Additionally, we track degree-days—which indicate how cold the weather has been—because this also affects your fuel use.

However, if your fuel use habits change, your burn rate will change too. So if something changes in your home that will make you use more (or less) fuel, let us know so we can update your information and ensure that **you'll always have enough fuel.**

If you're not getting your fuel delivered automatically, call us to find out more about how this service can make your life easier.





229 River Street, Guilford, Conn. 06437



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Heating and Air Conditioning Service and Sales



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Call us at (203) 453-2781
Visit us at jjsullivaninc.com



Return service requested

WIN a Microsoft Surface!*

Congratulations to Bonnie Borek, winner of the Kindle Fire and \$500 gift card from our spring newsletter contest!

*No purchase necessary. A purchase will not improve chance of winning. See page 1 for details.

ask the expert

Q: What is a GAS check?

A: A Gas Appliance System (GAS) check is a safety inspection of your gas appliance systems. Our licensed technicians will inspect the tank, piping and connections for all of your propane-burning appliances to ensure proper and safe operation.



Steve Feltham
licensed propane technician

Q: How is a tune-up different from a GAS check?

A: A tune-up focuses on preventive maintenance of heating systems. During a tune-up, we may replace worn parts to prevent breakdowns and reduce the potential for emergency repairs. The GAS check and tune-up can be combined in one service call.

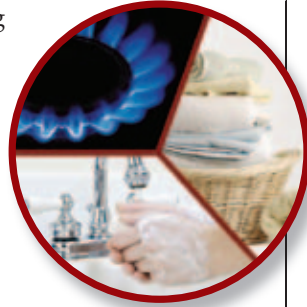
5 reasons to stay with us

- 1. Service.** Our service team is always ready to deliver fuel or make an emergency heating repair.
- 2. Savings.** With price protection plans and service plans to cover repairs, we have saved customers a lot of money over the years.
- 3. Longevity.** We've been keeping families in the Guilford area warm and comfortable since 1925. That's four generations of family service!
- 4. Professional staff.** We pride ourselves on prompt, courteous customer service as well as technical know-how.
- 5. Reputation.** Folks know we deliver on service, whatever the weather. We'll never leave you in the cold.

propane does it all

Did you know propane is a clean-burning alternative to electricity that you can use to power many of the appliances and systems in your home? Here are some examples.

- ✓ Cooks prefer the high degree of control and **precise temperatures** they get with a gas range. Plus, most gas stoves will continue to **work during a power outage.**
- ✓ Propane is an efficient way to **run your clothes dryer** and to heat water for the **dishwasher, washing machine** and **showers.**
- ✓ A propane-burning fireplace **warms a room better than a wood fireplace**—without the odor and mess of ashes.
- ✓ During power outages, a propane-powered backup generator will **keep your lights and everything else running** until the utility companies can make repairs.



Since we added propane last year, many of our customers are enjoying the benefits of this versatile fuel. If you'd like more information about our propane services, give us a call today or contact us through jjsullivaninc.com

thumbs-up from a customer

"We were getting shoddy service from our fuel dealer, so last year we decided to switch to J.J. Sullivan for both our oil and propane. It has turned out to be one of the best decisions we ever made. The office staff is always courteous and helpful, and we never have to worry about running out of fuel like we did with our old dealer. J.J. Sullivan has our best interests at heart and really cares about us. J.J. Sullivan makes it easy!"

—Chase P., Guilford