



Warm thoughts



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

fall 2018

PERSONALLY SPEAKING

we're serious about service

Dear Friends,

With another heating season upon us, we greatly appreciate that you trust us to keep you warm and safe while counting on us to deliver responsive service.

We are always looking for ways to make your life easier and save you money, with a full range of programs such as automatic deliveries to avoid run-outs and service plans to make sure your equipment is running efficiently and will save you money on repairs.

Our long-term commitment to you can be seen with the new products and services we continue to bring to you. What's more, our highly trained service technicians have the skills to handle the repairs, tune-ups, and installations that you may need.



Jim Sullivan

You can rest easy knowing that we will get the job done right.

Please join us on Saturday **November 19th between 10am and 2pm for our 2nd Annual "Fill a Truck" food drive.**

We are joining our friends from Palumbo's Automotive to help the Guilford Food Bank help

others this Thanksgiving. Pick up will be at our office on River Street. Hope to see you there!

Warmly,

Jim Sullivan

5 smart moves for winter

There's no question that winter is the toughest time of year. Here are five ways to make the season a little easier on yourself.

- 1. Call for a tune-up** for your oil heating system once a year to prevent problems and save money on fuel.
- 2. Switch to automatic deliveries** to prevent run-outs.
- 3. Enroll in a service plan** to save money on repairs.
- 4. Take advantage of our monthly payment plan** to spread out winter fuel payments.
- 5. Ask us for an evaluation on your current system.** Replacing outdated equipment with a high-efficiency model can reduce your annual fuel costs by 20% or more.

Reminder: During the winter, please remove snow, ice or any other obstructions to your tank and fill pipe and clear your driveway after a storm so our truck can get through. It'll keep our team safe and means faster delivery service for you!

Win a \$500 Visa Gift Card!



Read this newsletter, answer the questions below and mail this section to the address on the back to enter. All entries **received by 1/18/19** with the correct answers will be entered into a drawing for a \$500 gift card. **Three winners will be selected!**

- 1.** Change or clean the _____ in your furnace on a regular basis.
- 2.** You should call for a propane delivery when your tank gauge reaches _____%
- 3.** Never store anything _____ near your boiler, furnace or any other appliance.

Your name: _____

No purchase necessary. A purchase will not improve your chance of winning. Entry must be received by 1/18/19. Winners will be selected at random on or about 2/1/19 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 J.J. Sullivan, Inc., and WTC, their affiliates, subsidiaries, agencies and suppliers, and their immediate families, are not eligible. Must be at least 18 years old to participate. The following prizes will be awarded: **Three (3) Grand Prizes: \$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 names of the grand-prize winners will be published in a future issue of this newsletter.

snapshot

From fielding customer phone calls

and greeting visitors to processing fuel payments and delivery tickets, **Dianne Tucker** does “a little bit of everything” at our busy office.

Dianne joined our team a few years ago after working for Madison Oil for 15 years.

The pre-pay and budget seasons during the summer and early fall are among the busiest times of the year for Dianne.

“We want to help everyone get prepared early for the heating season and it can get very hectic at times,” she says.

Still, even the busiest of times are manageable when you're with the right people.

“It's a very enjoyable atmosphere at our office,” she says. *“Everyone is so helpful and we work together as a team.”*

When she's not at work, Dianne enjoys watching movies and television, reading and spending time with her four grandchildren.



Dianne Tucker
customer service representative

making life easier

At J.J. Sullivan, we're here for you and always at the ready with a prompt response. Have an emergency? **Call us** and someone (yes, an actual person!) will handle your call and get you what you need as quickly as possible.

For all your non-emergency needs, we are excited to announce the launch of our app, which is now available for download for free in the Google Play and Apple App stores! We invite you to enjoy all the benefits of the app, such as checking your account balance, making payments, and requesting service and fuel deliveries. To those of you who have tried logging in to your account through our website, this will be very similar and serves as an additional way to get in touch with us at your convenience!

Other ways to ensure that you're getting the most efficient service include setting up **automatic payments** and requesting **paperless billing**. It's easy to make bill-paying a snap and you may even save a few trees. *(Helpful hint: you can now request paperless billing through the app!)*

Now available to download for free!



Congratulations to our last newsletter contest's winners, including Richard Purvis who won a dinner for two to Cafe Allegre!



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Return service requested

ask the expert

Q: Does automatic delivery cost extra?

A: No. Automatic delivery is a free service. We use a K-factor, degree day system that monitors the weather and keeps track of your fuel use. This lets us know when to schedule your deliveries, so you always have fuel when you need it. If you are on Will Call, you run the risk of running out, especially during super-cold temperatures.

Q: Will you have enough fuel if we have another cold winter?

A: Absolutely. We have our own fuel storage terminal. Even during the coldest winters, we always have enough fuel stored away to meet the needs of our customers.

Q: Do you deliver Bioheat®?

A: Yes. We deliver this clean-burning fuel to all of our customers, at no extra charge. Our heating oil has an ultra-low-sulfur content, which is now mandated in the state of Connecticut. With ultra-low-sulfur levels, your heating oil burns even cleaner than before. Our Sullivan Supreme oil is also additized to ensure premium performance and efficiency of your heating equipment.



Mike Denisoff
fuel delivery driver