



Warm thoughts



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

winter 2019

PERSONALLY SPEAKING

oil heat's exciting future

Dear Friends,

This will be the first winter that every gallon of heating oil burned in Connecticut is an ultra-low sulfur biodiesel blend. This is good for the environment, but it's also good for homeowners.

The ultra-low sulfur oil and biodiesel fuel blend we deliver produces very few particulates, helping keep emissions clean. The additional bonus of our fuel additive makes this Sullivan Supreme heating oil a much-improved product from what my grandfather delivered years ago. This fuel also burns more efficiently, so it keeps your heating system cleaner, which helps keep your heating costs down.

Ultra-low sulfur. Biodiesel.

Sullivan Supreme. With so much good news about heating oil, you should feel good about using this efficient, economical fuel. And you can count on J.J. Sullivan for a steady supply—and excellent service.

We would like to thank everyone who donated to our Fill-A-Truck event this year. We again partnered with Palumbo's Automotive and the Guilford Food Bank to collect perishable and non-perishable items for our second annual drive.

Thanks to your generous contributions, we were able to help provide food to many local families for the holiday season.

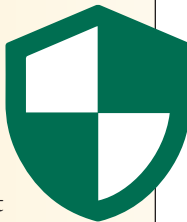
Warmly,

Jim Sullivan



Jim Sullivan

safety is our #1 priority



Like everyone on our team, our drivers will do just about anything to make sure you stay warm, no matter the weather. But sometimes this means they have to deal with hazardous conditions, especially when there is snow or ice on the ground. This can pose hazards, which can lead to slipping and falling and possibly getting hurt.

Safety codes prevent us from trying to navigate slippery driveways, because this puts your property and our drivers' safety at risk. You can help our drivers stay safe this winter. Besides shoveling a path to your tank, please clear ice and snow from your driveway and clearly mark its edges. This effort helps every driver making deliveries to your home to navigate driveways safely—especially steep ones.

P.S.S.—Plow, Shovel, Sand! A little extra preparation will keep you and our drivers safe. Please remember, your car may be able to get up and down your driveway but that doesn't necessarily mean that our larger and wider trucks can too!

WIN a Bose® Music System!

Turn up the music! Here's your chance to win a **Bose® Wave® SoundTouch® Music System IV.**

Read this newsletter and answer the questions on the enclosed reply card to enter. All entries received by **5/17/19** with the correct answers will be entered into a drawing. **Two grand prize winners** will be selected.



1. Your heating system will not run without _____.
2. If you need a heating system _____, don't attempt to do it yourself.
3. Never operate a portable generator in an _____ space.

Featuring built-in Wi-Fi and Bluetooth for easy connection to your network, phone and tablet, this is also a great back-to-basics audio system, because it plays CDs too. **Value: \$600.**

Your name: _____

No purchase necessary. A purchase will not improve your chance of winning. Entry must be received by 5/17/19. Winners will be selected at random on or about 5/31/19 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 prize will be awarded to two winners: One (1) **Bose® Wave® SoundTouch® Music System IV.** 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.

propane appliances: the more the merrier

Every propane appliance that you add to your home helps you get better performance and more comfort for your hard-earned dollar. Take fireplaces, for example; this is the time when thoughts turn to getting cozy in front of the fireplace, and propane fireplaces offer the perfect combination of warmth, convenience, and comfort. If you have an electric stove, water heater or clothes dryer that needs replacing, consider switching to the propane version of these appliances.

Unlike a wood fireplace, propane fireplaces are virtually maintenance free. Our experts can help you choose the ideal fireplace for your needs. Call us today if you would like to make an appointment to see our showroom! If you're already a

propane customer, so much the better—in most cases, all of your propane appliances can be linked to a single aboveground or underground propane tank. Talk about ease and simplicity!

We can arrange for expert installation of your fireplace so you can soon be enjoying winter's coldest days snuggled up by the fire. Please contact us to learn more.



ask the expert

Q: How do you know when to make my next delivery?

A: We count degree-days and gallons delivered to mathematically determine your future delivery date. To get an idea of how degree-days work, consider this example: If the average temperature on a given day is 25°, that's equivalent to 40 degree-days. (For each degree that the average daily temperature is below 65° F, we count one degree-day.)

We consider your previous usage, tank size and degree days when determining when you should need oil next. Therefore, it's important to let us know if you have any changes which would increase or decrease your fuel consumption, such as a parent moving into your home who may turn up the thermostat, or the opposite: if you are a snowbird and your home will be vacant for months at a time.

By taking into account degree-days and other factors affecting your heating needs we can create a highly reliable delivery schedule, so reliable that automatic delivery customers need not worry about running out of fuel.

If you haven't done so already, call us to request automatic delivery this heating season.



Sean Tremblay
driver and dispatcher



229 River Street
Guilford, CT 06437

CT License HTG 0407810 - S1



PRSR STD
U.S. POSTAGE
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GUILFORD, CT
PERMIT NO. 140

Return service requested



what's that whistling noise?...

If you have an above-ground or basement oil tank, you may have noticed a whistling sound on delivery day. While our drivers are usually cheerful, what you're actually hearing is your vent alarm—a key part of your heating oil storage system. Unlike the nozzle at a gas station pump, our drivers don't have the luxury of an automatic shut-off valve to

prevent overflow. Instead, the drivers rely heavily on the whistle to alert them that it's time stop pumping fuel.

As oil flows into the fill pipe, air gets pushed out. That air goes through the vent alarm whistle—located at the top of your tank and vent pipe—making a whistling sound. When the whistling stops, our drivers know the tank is just about full. This helps prevent a possible overflow.