



Warm thoughts



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

winter 2017

PERSONALLY SPEAKING

looking back, moving ahead

Dear Friends,

Reflecting on the past year, the most significant change at J.J. Sullivan was our merger with Madison Oil. It's hard to believe that it has already been a year ago.

We are excited at the prospect of developing more long lasting relationships with families in Madison and Clinton. This merger did come with its share of challenges.

All of us at J.J. Sullivan pitched in to make this changeover possible—from the office staff to the service department and our fuel drivers. We know that it takes time to adjust to new policies and delivery schedules, so we hope that our efforts have resulted in a positive transition for you.



Paul Sullivan

More recently, you may have noticed that invoices appeared blank if viewed on an Apple device. We are pleased to announce that in their latest software update, Apple has corrected this issue and invoices can now be viewed once you update your device.

To all of our customers, we hope this newsletter finds you well, and we look forward to continuing fuel deliveries and providing quality service to you.

Warmly,

Paul Sullivan

P.S. **Congratulations to Donald Lowman and Andy Weiskopf**, winners of the Sony personal 3D viewer from our spring 2016 newsletter contest!

SNAPSHOT

Customer service representative

Tara Samartano has been taking calls from our customers since August 2015. Her goal is always to leave them happy by the end of the conversation.

Besides the pleasure she takes in helping customers, Tara likes the family-friendly atmosphere in our office.

“That’s a big reason why I love working here,” says Tara, who previously worked in retail management. **“It’s like a family, and everyone looks out for our customers — and for each other.”**

Tara is also our social media manager, and regularly updates our Facebook page.

When she isn’t helping customers, Tara, a native of Clinton, enjoys singing in the 120-member Branford Chorale. She also likes to travel on cross-country treks, recently visiting California and Colorado.



Tara Samartano
customer service representative

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Hi, I'm Zenbo. Want to win me?

The Zenbo home robot is the latest innovation in voice-controlled home helpers. Zenbo can roam around while taking your commands. Use it to control smart home devices, serve as a security camera, unlock doors, help with online shopping and even entertain the kids with stories.

Zenbo has protocols for keeping kids amused while making life more convenient for older folks.

Value: \$599

Read this newsletter, answer these questions and send to the address on back. All entries received by 5/19/17 with the correct answers will be entered into a drawing. **Two winners will be selected!**

1. Never store anything _____ near your system.
2. A propane tankless water heater can cut your bills by as much as _____%.
3. Today's oil and propane heat are clean, green and extremely _____.

No purchase necessary. A purchase will not improve your chance of winning. Entry must be received by 5/19/17. Winners will be selected at random on or about 5/29/17 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. Winners 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. The following prize will be awarded to two winners: **One (1) Grand Prize: Zenbo home robot.** 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 winners for receipt of prize. Void where prohibited by law. All federal, state and local regulations apply. The name of the grand prize winners will be published in a future issue of this newsletter.

heating with wood — not that easy and not that clean

A wood fire may have a pleasant aroma, but wood is not easy to use as a heating fuel. It's also not "clean." In recognition of this fact, the Environmental Protection Agency recently adopted new regulations to make emissions standards on wood-burning units more stringent.

Clean-burning propane heating units offer a much more convenient way to keep warm. Instead of buying, chopping



and storing firewood, and then hauling it to your woodstove or fireplace, why not consider a propane heating unit that offers instant heat with the push of a button?

To learn more about your propane heating options, please call or contact us through our website today.

oil supply: good and plenty



While U.S. production levels of crude oil have soared, serious concerns are being raised about the aging infrastructure of natural gas pipelines, which are being strained to capacity, especially during extreme cold spells. Many of these old pipelines are also leaking methane — a damaging greenhouse gas — into the atmosphere.

What's more, a recent Bloomberg News report showed that the highest natural gas prices in the world are likely going to be in New England during the coming season.

This prediction is based on a combination of the power grid's reliance on natural gas and the constraints on natural gas access to the region.

If you rely on J.J. Sullivan to keep you warm, you have a lot less to worry about.

We maintain our own fuel-storage facilities, so we always have enough heating oil on hand, no matter how cold it gets. Whatever winter brings us, we will be there to help keep you warm.



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Return service requested

what a difference a service plan makes!

Ever wonder if a service plan is worth the investment? Compare the experience of two customers — one with our **Value Comfort Plan** and one with no service plan. Customer A recently

Customer B's heating system is the same age. However, he hasn't had a tune-up in a while, so he'll spend more than the cost of a tune-up on additional fuel this year, due to reduced efficiency.

**Customer B spent \$400 for a new blower motor.
Customer A spent nothing for the same repair!**

When Customer A needed a new blower motor for her furnace, she didn't pay anything for the repair, thanks to the service plan. Meanwhile, the same repair cost Customer B about \$400.

had her 10-year-old heating system tuned up — a yearly service included in her plan. Regular maintenance improves efficiency and can help reduce annual heating costs by as much as 10%.

Our oil service plans cover boilers, furnaces and water heaters. For details, call us or go to JJSullivanInc.com and click the *Service Plans* link under *Heating*.