



warm thoughts cool ideas

from H.B. McCLURE COMPANY

fall 2011

PERSONALLY SPEAKING

yet another terrible weather event

Dear Friends,

As we're writing this, we've just gone through another of those "worst we can remember" events. This time, he was named Lee, a tropical storm that blew into our area in early September and stayed long enough to wreak havoc. Many of our customers had flooding in their homes. **We hope that your family and home made it through relatively unscathed.**

First Irene, and then Lee—doesn't it seem as if these kinds of super disruptive events **are getting more frequent?** Whether it's massive snow storms one

year, scorching heat waves another, or some random nor'easter or hurricane, it just seems like we're faced with at least one new calamity every year.

As your heating and cooling company, this can present some big challenges. We know that you count on us to keep your family safe, warm and comfortable through all

these different challenges. And we take that responsibility VERY seriously.

As we head into another heating season, please know that we are here for you with the people, resources, expertise and commitment to take care of you no matter what.

Warmly,

Robert McClure *Bob Whalen*

Bob McClure
Chairman of the Board

Bob Whalen
CEO

automatic oil delivery is a win-win

Some people still call us for their oil deliveries, but most customers choose automatic delivery—here's why:

- ✓ No more watching your oil tank; we make deliveries based on your usage history and the weather.
- ✓ No more run-outs—and no more service calls (and charges) to get your system re-started.
- ✓ No frozen pipes or other problems that can happen when you run-out.

Finally, with auto fuel oil delivery, you won't use any more fuel than you normally would. You'll just receive your deliveries according to our foolproof system, which is based on your past usage patterns, the weather and other factors.

Tired of watching your tank? Call us today and ask about automatic fuel oil delivery.

other ways you WIN

- **automatic oil delivery customers** also receive a **10¢ per gallon discount.**
- **save another 6¢ per gallon** when you sign up for **E.F.T. (electronic funds transfer from your checking account).**
- **earn 4% interest**, calculated annually, on any balance remaining in your account longer than 30 days.

they trust us for propane

PROPANE
EXCEPTIONAL ENERGY

You may know us as your oil company or as your plumber; but did you know we also deliver propane to hundreds of area homes and businesses? These customers use propane for a myriad of uses.

Propane is a safe, environmentally friendly fuel that can serve as a primary or supplementary heating source; you can also use it to heat your water, for

cooking, to dry your clothes, or put the glow in your fireplace.

All of our service technicians are trained and certified to work on propane equipment, and our propane delivery drivers receive special training to handle and deliver propane.

Please call our office to discuss our LP Gas delivery programs and the discounts we offer current clients.



❖ Fuel Oil ❖ Heating Equipment Sales & Service
❖ Air Conditioning ❖ Plumbing ❖ Electrical ❖ LP Gas



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► **save up to 16¢ per gallon
with automatic oil delivery**

► **how our Gold Shield Comfort
Contracts save you money**

the sound of a safe delivery

Your fuel storage system includes a tank, a fill pipe, a vent pipe and a vent alarm. The vent alarm is attached to the vent pipe, and it makes a whistling sound as oil flows into your tank; when the whistling stops, the driver knows the tank is full.

Here are a few more things you should know about your oil system:

→ **The vent pipe should be at least 1.25 inches in diameter; anything narrower can cause excessive pressure to build up inside the tank during filling.**

→ **Your piping should be made of iron or steel. PVC pipes are more likely to crack when the tank is being filled.**

It is the homeowner's responsibility to maintain fuel tanks and associated piping. If you see anything that looks amiss, please call us as soon as possible.



classic yet contemporary

Americans have been heating their homes with oil since the 1930s. Oil has been—and still is—a practical safe choice, which also provides the homeowner with an on-site supply of fuel.

As you can imagine, a lot has changed over the decades. For example, thanks to advances in heating technology, the carbon footprint of heating oil has shrunk by 40% over the last 30 years. Modern oil burners emit near-zero levels of pollution, which means no odors and no soot.

Tanks are safer too; today's oil tanks are virtually leak-proof.

How old is your oil heating system? If it's more than 20 years old, you can almost certainly lower your fuel costs with new equipment—perhaps as much as 20%.



**Today's oil tanks are
virtually leak-proof.**



Greg Helman
service technician

**the ask
expert**

**Q: What is the No. 1 reason
to have a service contract?**

A: The savings. Our **Gold Shield Comfort Contract** includes an annual preventive maintenance tune-up, which ensures that your system

is running at optimum efficiency. This service alone can extend the life of your system and **reduce annual energy consumption by 10% or more.** During routine tune-ups, our technicians often find and fix small problems before they become expensive repairs.

The other big payoff from a service contract comes if you ever have a problem with your system. You'll receive priority service and, depending on your Contract, either a discount on the repair or full parts-and-labor coverage for a long list of system components.

For plan details, go to www.hbmccclure.com and click on "Gold Shield Contracts," or call us at (717) 232-HEAT (4328).