

# MEDWAY OIL & PROPANE

"Your Total Home Comfort Company"

## warm thoughts



Our Mascot "Diesel"  
lives in our hearts forever

### PERSONALLY SPEAKING

## home comfort by the numbers



Dear Friends,

**Our commitment to you** can be summed up by these numbers: 24/7/365. That's when our team of service technicians is on call for you: 24 hours a day, 7 days a week, 365 days a year. Anytime, day or night, weekends and holidays, no matter what, we are ready to help if you have an emergency.

That availability is one of the ways we provide real value. But it isn't just about numbers. When you call us, whether it's for a no-heat emergency at night or to schedule a tune-up

during the day, you'll speak directly to a friendly local Medway Oil & Propane (MO&P) representative who knows you and knows your neighborhood. You won't get that from the impersonal gas utilities. **Not even close!**

Our responsive service is a big part of the **MO&P Difference**. And it's only one of the things that set us apart from most other heating service companies. From payment plans to top-notch equipment installations to worry-free automatic heating fuel deliveries and so much more, we offer convenient, expert services that make things easier. Providing those differences has kept us around for more than 60 years—and with every passing year we are motivated to do even better.

Thank you for your business and for your confidence in the people at MO&P. May the New Year bring you all the good things in life.

Warmly,

*Jeffrey S. Mushnick*

Jeffrey S. Mushnick, President

## Auto Pay is the easy way

You've heard the saying "If it ain't broke, don't fix it." Well, that doesn't always hold true. Mailing checks to us works, but there's an easier way—and it will save you time.

With our fast-growing **Auto Pay** program, your payment can come straight from your credit card. You can also opt to receive statements via email, and that makes organizing your receipts much easier than doing things the old way, with printed mail.

With **Auto Pay** and emailed statements, you'll:

- \$ enjoy increased convenience
- \$ save time
- \$ reduce paper clutter
- \$ save money on checks and stamps

Contact us to get set up. You'll be glad you did!

## safe and fast deliveries: how you can help

**Our drivers are** among the best in the business—they take to the road under tough conditions to make sure our customers stay warm. You can help them by helping make deliveries safer and more efficient. **Here's how:**

- ⊗ Check to see that the path to your oil fill pipe or propane tank is clear. Remove obstacles such as fallen branches and shovel a path after a snowfall.
- ⊗ Be sure that your driveway is clear of ice and snow. Safety codes prohibit us from parking a fuel truck on an incline unless it is clear and wheel chocks can be safely positioned.

**Our drivers will thank you—and they'll be able to get to everyone's home quickly!**



# going away this winter?

**Some customers** visit warmer climates for extended winter vacations. If you're among them, these tips can help protect your home from damage due to extreme cold.

- Don't set your thermostat any **lower than 63°**. Your heating bill may be a little higher, but you'll still spend less than you would to repair frozen pipes that burst.
- Use our **automatic delivery service** to eliminate the chance of your tank going dry while you're away. If you already receive your deliveries automatically, please let us know when you'll be away so we can adjust your "burn rate."
- Have someone **check your home** on a regular basis. That person can contact us if there's a problem and give us access.
- Add a **temperature sensor** to your home's central alarm system, or use a freeze alarm, which connects to the phone line and is easy to install. These devices will send an immediate alert if your heat stops and the temperature falls below a certain point.



**508-533-6561**  
**800-649-5949**

MedwayOilPropane.com



- Fuel Oil
- Kerosene
- Diesel
- Coal
- Propane Gas



## why do people love propane appliances?

**Propane is one of the cleanest,** most versatile and efficient fuels around. It's a great alternative to electric appliances, which can really run up your utility bill.

The list of appliances that can be powered by propane might surprise you: water heaters, clothes dryers, dishwashers, stoves and cooktops, outdoor lighting, patio heaters, pool heaters, generators, outdoor grills, and indoor and outdoor fireplaces. **Plus:**

- *a propane-fueled fireplace provides all the warmth and charm of a wood-burning unit, without the soot and ash and the chore of lugging firewood around.*
- *when storms knock out power, a propane-powered backup generator will keep your heat and everything else running until the utility company makes repairs.*

If you'd like to make the easy switch to propane for appliances, give us a call.

### in this issue:

- help our drivers make easy deliveries
- tips for snowbirds



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## ask the expert

**Q:** Why are propane appliances more efficient than electric ones?

**A:** Propane generates many more BTUs than an equivalent amount of electricity, so you need much less propane to produce the same amount of heat energy. Also, propane appliances are extremely efficient, so they waste very little fuel in the combustion process.

Water heaters are a great example: Propane water heaters can produce twice as much hot water as an electric unit in the same amount of time, yet they cost about 30% less to operate. Tankless propane water heaters are even more efficient.

They rely on a hot propane flame to heat water instantly on demand, rather than keeping a big tank of water hot at all times.



**Michael Watson**  
Service Manager