

# MEDWAY OIL & PROPANE

"Your Total Home Comfort Company"

*warm  
thoughts*



Our Mascot "Diesel" lives in our hearts forever

PERSONALLY SPEAKING

## the hottest year on record—again?



Dear Friends,

**Worldwide, 2016 made the books** as the hottest year ever since record-keeping began, in the 1880's. This marked *the third straight year* a global heat record has been set. So it would be no surprise if we have a hot summer—and establish another record—in 2017.

That's why it makes sense to **get your central air conditioning system ready** to beat the heat. Regular seasonal maintenance is the key to ensuring that your cooling system is in shape and ready to handle the hottest of summers. (See related article below.)

And if you have an older cooling system that's been letting you down, now is the time to ask us to install a new one. A new high-efficiency system can cut your cooling costs by as much as 50%—and eliminate expensive repairs. New cooling equipment also uses environmentally friendly refrigerant instead of the harmful and expensive R-22, which will be phased out in another three years. (See related articles on page 2.)

Whatever you need this spring or summer, your friends at Medway can help keep you comfortable—no matter how hot it gets. Please call or email us today and we'll be glad to help.

Warmly,

*Jeffrey S. Mushnick*

Jeffrey S. Mushnick, President

## avoid these 3 a/c mistakes

**Here are** the biggest mistakes we've seen people make when buying a central a/c system.

- 1. Overspending on efficiency.** Sometimes it makes sense to spend extra for an ultra-high-efficiency system. Sometimes it is not worth the cost. It depends on your total energy use and the trade-off between up-front costs and savings down the road.
- 2. Choosing the wrong contractor.** It's not the equipment but the quality of the installation that makes the biggest difference. You can invest in the best system in the world, but if your contractor installs it improperly, you will not get the comfort and savings you paid for. What's more, it can be a nightmare trying to get contractors to stand behind what they sell.
- 3. Not understanding all the options.** Medway is large enough to give you lots of different options for your budget and physical space. If you have more choices and good guidance, you are much more likely to live "comfortably ever after."

## why you need an a/c tune-up every year

**Some customers** ask us if they should get their a/c system tuned up every year, or just every couple of years. That's like asking if you should brush your teeth every day, or every other day.

Equipment manufacturers all **require** regular maintenance to keep warranties valid.

It's that important! Regular tune-ups prevent a wide range of problems that can lead to expensive repairs. A tune-up keeps your cooling system operating at peak efficiency, which helps you save on electric costs. It's not expensive, and it will eliminate hassles.

*Contact us today to request your tune-up!*



# what's important to you?

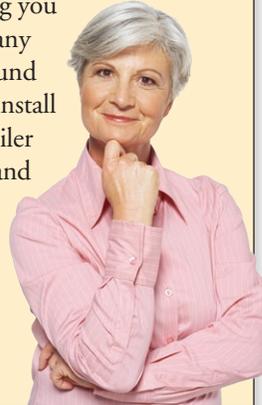
**Think of what** you value most in a heating and cooling company and see if your answers match the responses below, which are based on a comprehensive survey of more than 40,000 homeowners who were asked which factors were most important to them when selecting a company for maintenance and repair.

Here are the top five answers:

- *Problems are fixed right the first time*
- *Service and installation are done at scheduled time*
- *Getting an appointment is easy*
- *Service technicians are courteous*

• *Service techs leave work area clean*

**These factors are also important to us.** We are committed to keeping you comfortable and helping you save energy. Our company mission is designed around these values. When we install equipment such as a boiler or a water heater, we stand behind our work 100% — because we care about quality and our reputation is on the line.



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

MedwayOilPropane.com



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



## buy NOW, save BIG

**Medway** has the right equipment to keep you warm for less while delivering peace of mind! This is the **very best time of year to upgrade**, because we can schedule the replacement when it easily fits your schedule. No one has more experience in matching the right system to your budget than Medway. Contact us today for a FREE estimate!

**Is your oil boiler more than 30 years old?**

You may qualify for a **Mass Save rebate of up to \$1,900** for installing a new system! You may also be eligible for **0% financing** through the Mass Save HEAT Loan program.

**SAVE \$500**  
on a new oil heating system and oil tank.  
Call for details!



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Limit two 20-pound tank fills per visit; special pricing for current customers; tank-fill hours are 12 p.m. to 4 p.m.

## Happy Anniversary, Wanda!

**Wanda Niedbala** joined our office staff in January 1987, working “mother’s hours,” when her kids were in school. She soon moved into a full-time position as our **office manager** and continues in that role today.

Wanda does a little bit of everything to ensure that the workday goes smoothly. This includes organizing our delivery tickets and, above all, keeping our customers happy.

“Every day is different, but our goal is always the same — taking good care of our customers,” Wanda says. “I know many of them and often see them at the grocery store or when I’m out walking.”

Wanda says the biggest change she has observed in the industry has been the use of computers.

“When I started, customer information was all logged in by hand on index cards and filed into big drawers,” she recalls.

Wanda has two grown children and two grandchildren, ages 6 and 4 — with a third one due in September!

