



Air conditioning with a view.

Projects We've Done

In June, a couple of our people had a job with a view. It was on top of a Boston Harbor building where we installed a ductless split system to cool much of Mr. & Mrs. V's condo. The job was unusual in that there were thick granite walls coupled with a spiral staircase, odd angles, and a very limited space along with a quietness requirement. Our solution was a special unit not requiring ductwork and a modification of the condensing unit to deaden the sound.

After using a crane to lift the unit onto the roof and some ingenuity in mounting the unit, we transformed a very hot bedroom with a view to a cool room (same beautiful view).

Freezes And Freeze Protection

It is often said in the heating trade that the further north you go, the less likely you are to have freezing pipes. Why do we have this contradiction? Basically, it is because the more likely a problem is to happen, the more likely a person is to take steps to prevent it. A person involved in an auto accident will tend to use seat belts more than a person not having had that experience.

To avoid freeze-ups and the potential damage, there are several steps that can be taken:

- 1) Have a responsible person check the home on a regular basis, but do not expect this to be any guarantee. It is a big responsibility for the person involved.
- 2) Install a freeze warning device. This can be a simple winter watchman (which will turn on a light if the house gets too cold) or a device connected to a central station burglar alarm. Both systems need someone to call and a way for a technician to enter your home.
- 3) If the system is hot water, antifreeze can be installed to protect against a power or system failure. The water feed to the entire house can be shut off as long as the heating system is very tight. (Antifreeze will find leaks faster than water.)
- 4) Leaving the doors open under the kitchen sink will also help keep those pipes (often on outside walls) warmer.
- 5) Night set-back thermostats should not be used if the weather is very cold (less than 20°). The reason is that these thermostats on inside walls will stay warm for longer than the heating pipes on outside walls, where there may be a gap or no insulation. The fancy term for this is "thermal lag."

If you have any questions, please call us and we'll try to help you.

No Super-Strong Egos Here

While many of our people hold strong opinions on the right way to service our customers and their equipment properly, we encourage them all to learn from others and to use any methods, tools or techniques that are better than our ways. We pick up these ideas from a variety of sources—magazine articles, the Internet, conversations with suppliers and people working for other companies, trade associations and shows, other industries and wherever we see a good idea. We check these new ways and use those that we think are an improvement to give you the best installation and the most reliable service possible. Our goal is still to have no emergency calls so that you have uninterrupted heat and hot water.

**North Shore Fuel
Myers Brothers Oil**

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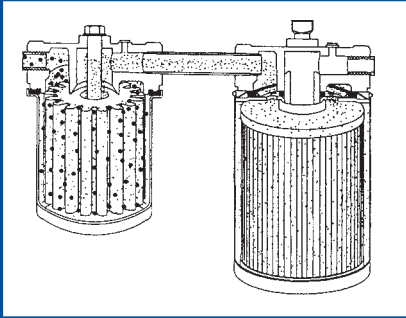
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news

FALL 2002



Double your pleasure, double your filtration.

We're Ahead of the Curve...

On July 9, we received an ad in the mail from a nationwide supply firm advertising the industry's first and only dual filtration system. Surprise! We've been doing this for about five years on almost all new boiler or tank installations to give our customers the reliability of dual oil filtration down to 10 microns (very small).

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Where Does My Oil Come From?

Although we use a huge variety of products made from petroleum, few people ever see the substance itself. Most of it comes from deep beneath the earth as a liquid called crude oil. Different types of oil vary in thickness and color, ranging from a thin, clear oil to a thick, tar-like substance. Petroleum is also found in solid form in certain rocks and sands.

The word "petroleum" comes from two Latin words meaning "rock" and "oil." People gave it this name because they first found it seeping up from the earth through cracks in surface rocks. Today, petroleum is often referred to simply as oil, and most of it is found in rocks beneath the earth's surface.

Most geologists believe that petroleum was formed from the remains of organisms that died millions of years ago. This organic theory of petroleum formation is based on the presence of certain carbon-containing substances in oil. Such substances could have come only from once living organisms. The process that produced petroleum also produced natural gas. Thus, natural gas is often found in association with crude oil or dissolved in it.

According to the organic theory, as the organisms died, their remains settled into the bottom of the ocean. As the sediments became buried deeper and deeper, they were subjected to increasingly high temperature and pressures and so were compressed to form sedimentary rock.

Geologists believe this movement may have been caused by the presence of water in the rock. Water, which is more dense than oil, could have pushed the oil upward. Another possible cause was the overlying layers of rock, which would tend to squeeze the oil into holes and cracks in the rock.

Most crude oil lies in underground formations called traps. In a trap, petroleum collects in the pores of certain kinds of rocks. Gas and water are also present in most traps.

It is at this point that crude oil begins its journey that eventually brings it to heating your home. When it is removed from the ground, the crude oil is delivered to a refinery where, depending upon the degree of refining, the crude oil becomes asphalt, heating oil, kerosene, gasoline and numerous other products.

The home heating oil is shipped to a storage and distribution point, where it is stored awaiting winter's demand. This past winter, mild as it was, demand was down and supplies were high. This excess of supply becomes a costly problem to our suppliers. They tend to be less aggressive in filling their tanks in subsequent years. This is a major reason why we pre-buy oil contracts. Not only does this protect our cost, but more important, in times of shortage it protects our supply.

—thanks to *Fuel Oil Facts*

You Can Say That Again!

"There is hardly anything in the world that some man cannot make a little worse and sell a little cheaper, and the people who consider only price are this man's lawful prey."

—John Ruskin