

Constant Comfort

news

A Tradition of Service Since 1912



WINTER 2001

Ray O'Hare

Our customers in and around Revere are usually serviced by Ray O'Hare, who with his cheerful disposition makes hard work seem easy. Ray has been delivering oil to NSF/MBO customers for over two years and has kept your tanks full on both the sunny, easy days



Ray O'Hare

and on those days when no one wants to even go out. In his spare time, Ray enjoys surfing the Internet and working on his house. Ray lives in the Boston area with his sons Ray, 22, Jonathan, 21, and Matthew, 20.

Holiday Greetings!

All of us at NSF/MBO and our families wish all our customers, friends, suppliers and their families a healthy and happy holiday season.

**North Shore Fuel
Myers Brothers Oil**

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Why Your Fuel Costs Went Up... And Keeping Your Fuel Costs Down

As all of you are aware, the cost of fuel oil and all other types of energy have gone up an awful lot this year. If we factor in inflation, prices are really not any higher than they were in 1990. However, it is certainly a shock after the bargain prices we've enjoyed, especially a couple of years ago.

First, let us try to explain what we think happened. (We've read a lot of articles and talked to a lot of knowledgeable people on this.) Our extremely low prices (gasoline was less than 90¢ a gallon at some stations) a couple of years ago were the result of an imbalance between supply being kept high while demand sank, at a time when the Far East economies were in a severe recession (a problem that we thankfully did not face). This forced crude oil prices down to about \$9 a barrel (42 gallons) from about \$18.

Basically, the countries that produce oil took a 50% cut in pay, and we paid a lot less for energy. About a year ago, the economies of Asia came out of their recession and started using more fuel and the prices started climbing until the oil producing countries got back their pay cut and more. The law of supply and demand was working as usual.

The people of the United States bear a share of the responsibility for this, with our appetite for more and larger cars, larger homes and more traveling that has pushed up the demand for all forms of energy. We in the Northeast see fuel oil, but in California, electricity pricing has also skyrocketed and throughout the nation natural gas is seeing price increases comparable to fuel oil. *The Boston Globe* on October 15 reported that "price increases for gas are keeping pace with—and may even exceed—those forecasts for heating oil."

We at NSF/MBO were fortunate in buying some favorably-priced contracts for this season from two highly reliable terminals in Boston and offered them to our customers on a fixed price program. These contracts were completely subscribed by our customers and will help keep their price at a reasonable level. The cost of providing downside protection was too high and thus both NSF/MBO and our customers gambled. It looks like we won.

Now, how can you save fuel oil? Here are a few tips:

- 1) If your windows are drafty (check them with a piece of tissue on a stick when it's windy), you can cover them with plastic (3M makes a kit for this that you can buy at a hardware store) and make your house more comfortable.
- 2) Keep your thermostat at the lowest level at which you are comfortable. (A sweater will help here.) DO NOT lower your thermostat at night in severe weather (less than 15° F) as the cost of potentially frozen pipes will far exceed any fuel cost savings and your home may take hours to get comfortable again. Remember that the temperature on the inside wall where the thermostat is will drop a lot more slowly than on the outside wall where the pipes are.
- 3) If your attic has less than six inches of insulation or there is no insulation between the garage and the house, install some.
- 4) If your kitchen or bathroom sinks are on an outside wall, keep the cabinet doors open in very cold weather to prevent pipes from freezing.

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Some Pointers To Help Us Serve You Better:

- 1) If you are a “will call” customer, please call us when your tank reaches 3/8 full so that we have time to respond, won't have to charge you for priming or have equipment problems because you ran out of oil. In severe weather, please ask for the largest fill possible.
- 2) All automatic customers are scheduled to be filled when your tank is calculated to be 1/4 full. If you notice it is lower give us a call. Our computer doesn't make many mistakes, but it is not infallible, and if you've set the thermostat much higher than normal, you could have less oil than the computer will calculate.
- 3) If there is a large snowfall, please do not shovel snow on the fill pipe; it could freeze and make it hard to get to.
- 4) Please try to pay your bills (or budget payments) promptly, as our suppliers are getting tougher on us. This is especially important for those people on fixed price programs. If you have a problem, give us a call early and we will try to work something out. Remember, we do accept MasterCard and Visa for residential accounts.
- 5) Please understand that in severe weather, true emergencies will take priority over minor problems, and the dispatcher or serviceman on call will have to decide what must be done and what can wait. During severe weather last year, 12-hour days or more were common for our men, who came through like champs. We did not tell people without heat that they had to wait several days, as the largest gas service company in our area did.



Projects We've Done

A few months ago, a friend of our lead installer, Terry, called us to get a price on new boilers at a senior housing building in Chelsea. We got the job and are pleased to report that the Greenhouse is warm and comfortable because of our work on the seven boilers there.

Fuel Costs *continued from page 1*

- 5) It may be too late for this year, but if your equipment is obsolete, consider putting in more modern equipment. The savings can be dramatic. Give us a call and we will design the most efficient equipment for your home. Remember that the first cost is only 10-15% of the cost of the fuel used over the life of the equipment and it is very false economy to choose the bargain job.

We hope that these suggestions help you get through this winter comfortably and economically. The people at NSF/MBO thank you for the privilege of serving you.

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