

# Constant Comfort

## *A Tradition of Service Since 1912*

# news



WINTER 2003

## The Importance Of Being Earnest

With apologies to this play by Oscar Wilde, which portrayed a young lady who loved the name Earnest and her suitor who changed his name to please her, we hope that we possess this quality. In a conversation at a supply house, one of our mechanics asked a competitor how they installed a boiler. The response was that they just changed the boiler and they left the piping alone with whatever faults or problems existed.

We have never used that approach. We look at the building as a system and, where practical, correct any piping errors that we see. In addition, we almost always ask the customer if they have any problems or needs that they would like us to take care of and advise them of what's involved. All our people treat your home as if it were their own, and the results speak for themselves.

So, if you want a heating/cooling/domestic water system that is tailored to give you maximum comfort, we are the "Earnest" ones to call.

**North Shore Fuel  
Myers Brothers Oil**

100 V.F.W. Parkway  
Revere, MA 02151

**781-289-1500**

781-286-3030 • Fax: 781-284-6037  
www.northshorefuel.com

## Why Boilers Fail

A few years ago, we read a book that told why buildings fall down. We thought this was more important than why they stand up, for it is in finding the cause of failures that we have learned how to do a better job.

This accompanying photo shows a boiler that failed prematurely because it was not installed correctly (by another company) and there was a design problem. As a company, we are always on the lookout for problems and work to change our methods to prevent them from happening. Sometimes these changes add to our costs, but we're sure that you, our customer, are getting a better value in efficiency and longer life.

In this same way, we regularly check your fuel consumption and adjust our systems to avoid problems. This monitoring helps to lessen problems and headaches for both our customers and our employees. It also reduces our use of aspirin.



## A (Not So) Free Lunch

A few years ago, we were watching television and the newscaster mentioned that he had questioned an immigrant shoe shiner in New York's Grand Central Station as to what he had learned in 30 years in America. His response: "There is no such thing as a free lunch."

This year, the public has been fed a ton of ads offering a "FREE" gas boiler from the gas company. Well, this "free" boiler usually costs between \$3,000 and \$4,000 to install, and if you believe that the gas company isn't going to get that money back—and more—then we have a bridge that we'd like to sell you.

The use of gas versus a modern oil boiler will give you some advantages and some disadvantages. First, the disadvantages. (After all, we're oil dealers as well as a heating/cooling servicing contractors).

You are locked into a utility that doesn't know you as a person, but more as a number, and has a reputation for inflexibility. With us, you are free to change companies if dissatisfied with our service. (We know this and it affects how we treat you as our customer).

The service department of the gas company is a separate company that will not service you except under their rules, so that people without service contracts often go without service and those with them have sometimes had to wait days during cold weather.

*continued on page 4*

## Warm Air Heating Systems

This year, as usual, we had occasion to see warm air heating systems that have resulted in customers having poor heating and increased fuel consumption.

Two of the problem cases involved returns that really increased fuel consumption and the user still got poor heating. A warm air heating system takes air from somewhere and sends it to your home via an in-and-out method. If the return does not take air from the home, gradually the air pressure in the home builds up and little, if any, new heated air can enter. The blower keeps running but the burner shuts down and the home gets little or no heat. The result? Poor heat, poor furnace life, larger fuel bills.

The cure is to get a duct to return the air from the home to the furnace. A temporary measure is to leave doors open from the home's living spaces to the furnace.

Mr. & Mrs. M from Revere are enjoying better heat when we cured this problem, as are Mr. & Mrs. D from Lynn, who ran the duct themselves. (He is a contractor.)

We also ran into a home in Salem where some of the duct work (which looked nice and professional) was run off the end of the duct system instead of being a couple of feet back on a side. This caused tremendous flow in these ducts, but caused the rest of the system to have little or no flow. We will be curing this next summer.

## What A Year!

The past year has certainly been one of challenge and change. From heightened security and the war on terrorism to an anxious economy, slumping stock market and corporate scandals, the good and easy life of the '90s seems a distant memory.

Nevertheless, we remain a confident, optimistic people. As individuals, we are sustained by our faith in family, friends, freedom and God. As a business, we are bolstered by our relationships with our employees, building team partners, corporate friends and, of course, our clients.

With the holidays upon us, let us all stop for a moment to reflect and appreciate all for which we have to be thankful. Our lives may not be as idyllic as they were a few years ago, but is there anywhere in the world we'd rather live?

The entire staff of North Shore Fuel wishes you and your loved ones the happiest and healthiest of holidays, along with a New Year not quite as trying as this last one.

## A (Not So) Free Lunch...

*continued from page 1*

The price for natural gas goes up and down as the market changes, and in California last year caused major disruptions, with the customer picking up the shortfall, as they had no choice. We're not even going to address any safety issues.

The gas company's main advantage is you don't need a tank and a delivery truck. They used to have a simpler (and less efficient) system, but that has been changed to one that's at least as complicated as oil, and has many of the same parts.

Gas is perceived to be a cleaner fuel, and years ago that was true. But modern oil equipment is far cleaner. Our new tanks are blue or gray, rather than black (you can paint the old tanks), and when an oil system goes out of kilter it very rarely makes poisonous carbon monoxide. About 400 people in the U.S. die each year from this gas produced by natural gas heating equipment.

So, if you're having any problems with your oil system and are thinking of switching, give us a call and we will advise you on both sides of the issue. In some circumstances, we have installed gas fired equipment.

**North Shore Fuel**  
**Myers Brothers Oil**

100 V.F.W. Parkway  
Revere, MA 02151

[www.northshorefuel.com](http://www.northshorefuel.com)