



Warm Words

fall 2009

SCOTT WILLIAMS
Incorporated

PERSONALLY SPEAKING

let's hope prices stay stable

Dear Friends,

Nobody has been untouched by the current economic troubles, but hopefully we have turned a corner. Oil prices have been relatively stable after the tumult of 2008. Last year at this time, crude oil prices were about double what they are now!

Most experts agree that higher prices were at least partly driven by unchecked speculation. (See related article on page 2.) Recently, industry executives have been among those called to testify at government hearings looking into ways of achieving stronger oversight.

Sean Cota, treasurer of the Petroleum Marketers Association, told the Commodity Futures Trading Commission (CFTC) that "it is abundantly clear that large-scale, institutional



investors speculating in the energy markets continue to act as the driving force behind energy prices."

However, Gary Gensler, the new chairman of the CFTC, has said that all options are being considered "to ensure that the failures of our system—failures that have already taken a toll on every American—never happen again."

To find out more about this important issue, please visit StopOilSpeculationNow.com.

Please let us know if we can do anything to help you this heating season. We thank you, our loyal customers, for your continued trust in us.

Warmly,

Ken Williams
President

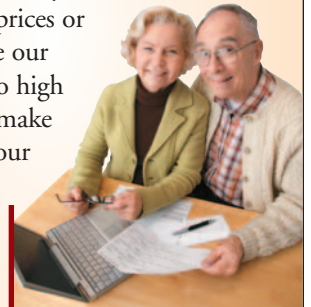


spread your winter fuel bills

It's not easy paying for 80% of your yearly fuel costs in four or five months. That's why we offer **EZ Pay**. Once you join EZ Pay, we estimate your total fuel bill for the year, based on your past fuel use, and then divide it into equal monthly payments.

Even if the weather is really cold and you get two deliveries in one month, you still have only one monthly bill.

And if market prices or the weather cause our estimate to be too high or too low, we'll make adjustments to your payments, as we did last year when fuel prices fell. This year's payments are 30% to 40% less than what they were a year ago.



Call us, return the enclosed card or visit our website to enroll in EZ Pay.

new online services

Our website just got better!

If you haven't already, take a few minutes to set up your account online. Just go to ScottWilliamsOil.com, and click on "Customer Login." Once you create an account, you can check your balance, pay your bill, enroll in programs and more.



changes for the better

Two new regulations going into effect in July 2010 will help protect both the environment and your home.

Starting next July, Massachusetts is mandating that the use of biofuel in home heating oil. As part of our commitment to fuel efficiency and energy conservation, Scott Williams will soon be offering

BioHeat® fuel, a blend of low-sulfur heating oil and biofuel.

In addition, to reduce fuel leaks, the commonwealth will also require that fuel lines in direct contact with a floor surface must either be enclosed in a protective sleeve or have an oil safety valve. Please talk to a Scott Williams technician about this the next time he's at your home.

Fuel Oil • Heating & Air Conditioning Equipment Sales & Service

92 Copeland Street • Quincy, MA 02169

Call us! (617) 773-2870 • warmfriends@comcast.net

★ do you have the oldest heating system?

★ get a 0% loan or a \$500 rebate

loans of up to \$10,000 available

The **Massachusetts HEAT Loan Program**, a public/private partnership created to help residents save money through energy conservation, continues to provide low-interest loans for qualifying energy-efficient improvements. Loans of

If your heating or cooling system is more than 15 years old, look into this program now!

up to \$10,000, with interest rates from 0% to 3%, are available.

Eligible improvements include high-efficiency heating systems and water heaters, insulation of walls, attics and basements, and sealing and insulation of ducts.

This financing program has been *extended through Dec. 31, 2009*, so don't miss this chance. If your heating or cooling system is more than 15 years old, look into this program now!

To learn more, call 1-866-527-7283 or go to MassSave.com to learn more about financial incentives for improving energy efficiency.



let us help you save money!

The team at Scott-Williams can show you many ways to conserve energy and save money.

Here are a few examples of the products we service and install:

➤ If your heating system is more than 15 years old, an upgrade to a new oil heating system is recommended. The more efficient a system is, the less fuel it wastes during the combustion process. And that means more money saved. Over time, a new system can pay for itself with lower fuel costs!

➤ A programmable thermostat adjusts temperatures automatically. This can reduce heating and cooling bills by as much as 15%!



We'll give you a programmable thermostat FREE when you install a new boiler or furnace *by Nov. 30*. Or, we'll take \$100 off the cost of your new heating system. Call us today or return the enclosed card.

win \$500 toward a new heating system!

Think your heating system might be an antique? We'll **give \$500** toward the cost of a new heating system to the customer who wins our **"Oldest Heating System" contest**.

It's our way of helping one lucky customer conserve fuel and save hundreds of dollars on heating bills. Replacing an old fuel-guzzling system with a new high-efficiency model can reduce your heating costs by up to a third.

If you think your system is old enough to have a chance at

winning, enter the contest by telling us its make, model and approximate age. Enter by completing the online form at

ScottWilliamsOil.com and then upload a photo of your system.

You can also enter by filling in the enclosed reply card and returning it, along with a photo. Place your entry in an envelope and send it to us using the address shown on the card. Entries must be received by **Dec. 31, 2009**. We'll announce the winner in an upcoming issue

of the newsletter.

Good luck!



Is your system the oldest?