



Warm Words

late winter 2010

SCOTT WILLIAMS
Incorporated

PERSONALLY SPEAKING

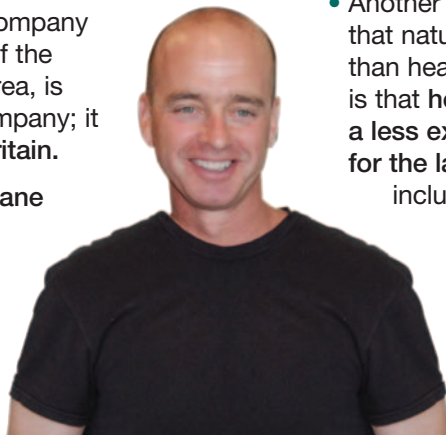


natural gas: not as green as you think

Dear Friends,

I've been hearing the argument that natural gas is better for the environment. Here are some facts you may not know:

- A substantial percentage of natural gas escapes into the atmosphere. This unburned gas—called “fugitive emissions”—contains methane, a greenhouse gas that contributes 22 times more to global warming than carbon dioxide.
- National Grid, the company that supplies most of the natural gas to this area, is not an American company; it is based in Great Britain.
- Small leaks of methane from aging natural gas lines have been blamed for killing priceless urban shade trees. National Grid has



settled with local communities, and there are more lawsuits pending.

- LNG, or liquefied natural gas, makes up about 40% of the gas used in this area in the winter months. This gas comes from the Middle East, despite National Grid's assertion that gas comes from “North America.” Just recently, a shipment of LNG from Yemen, due for this area, was banned by the Coast Guard because of its country of origin.
- Another thing you hear is that natural gas is cheaper than heating oil, but the fact is that heating oil has been a less expensive fuel option for the last 25 years—including last heating season.
- Heating oil has reduced its carbon footprint by 40% over the last 30 years.

And with the increased use of biofuels and ultra low sulfur fuel, heating oil will be cleaner-burning than natural gas in two to three years

I think it is vitally important that our customers get all the facts about their heating fuel options. One thing to remember: just because you read it or hear it in an advertisement doesn't mean it's true.

At Scott Williams we work hard every day to provide you with quality products and excellent service. And if you ever lose your heat in the middle of a cold winter night, you can count on us to be there for you.

Warmly,

Ken Williams
President



visit our website

Our new website is designed to make your life easier. If you haven't visited yet, please do. You'll be able to sign in for confidential access to your account information, and pay your bill, learn about our products and services, and enroll in our programs.

You can also meet some of the people who work here and read about the history of our company.

Reaching Scott Williams is now easier than ever. Visit us today at ScottWilliamsOil.com.

an iPod touch

Enter to win an iPod touch today!

It not only lets you enjoy music, videos and games, but it's a pocket computer too, giving you mobile access to the Internet and email.

Read this newsletter and answer the questions on the enclosed reply card. All entries received by 5-14-10 with the correct answers will be entered in a drawing. Five prizes will be awarded.

The 32GB iPod touch holds 7,000 songs, 40 hours of video and 40,000 photos! Features include voice control, Wi-Fi, Bluetooth, built-in speaker and earphones with remote and mic.

\$299
value!



Fuel Oil • Heating & Air Conditioning Equipment Sales & Service

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Visit us! ScottWilliamsOil.com

★ you could win
an iPod touch!*

★ get a 0% loan or
a \$500 rebate

*No purchase necessary. A purchase will not improve chance of winning. See enclosed card for details.

a new heating system in just one day

Did you know that our expert technicians can install a new heating system in your home in as little as one day? Every job is different, but this is the average amount of time it takes to increase your comfort and reduce your energy costs.

Today's systems not only work better, they are also more energy efficient; they can reduce fuel bills by as much as 30%.

Incentives from the MassSave program (see below) make this a great time to consider a new system.

We have an incentive of our own as well: a **\$100 rebate** to all customers who buy a new system by April 30, 2010.

Call us today for a free estimate. We'll evaluate your heating needs and help you choose a system that is right for you.



SAVE \$100

MASS-ive SAVE-ings

Think you can't afford to reduce your energy bills with a new heating system? Think again. The state's MassSave program offers homeowners low-interest financing for new energy-efficient heating equipment. You may qualify for a MassSave HEAT loan of up to \$10,000 at 0% to 3% interest for seven years. The program also offers rebates of up to \$500.

This chart shows how a HEAT loan can work.

HEAT loan example

Amount financed	\$5,000
Term	7 years
Interest rate	0% to 3%
Annual cost	\$714 to \$878

save year after year!

If your new system cuts your annual heating costs by 30%, **you'll save \$750**, or about as much as your annual payments. And once your system is paid off, you'll continue to save on fuel year after year.

MassSave can also help you afford other energy-saving measures, such as insulation, air sealing and programmable thermostats. There are also rebates for high-efficiency water heaters, thermostats, windows, central air conditioning systems and more. To learn more, go to MassSave.com/about/heat_loan.php or call **(800) 632-8300**.

ask the expert



Q: *What happens if I call you because I have no heat?*

A: The first thing we will do is ask you a few questions. Before calling us, use the tips in the box below. If you have Internet access, you can go to ScottWilliamsOil.com/Troubleshooting.php.

Q: *Why not send a technician right away?*

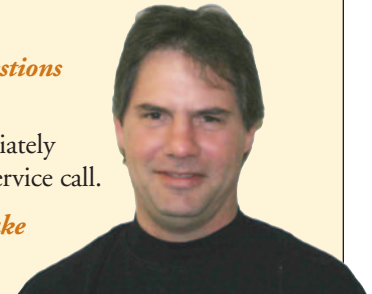
A: If we can solve the problem over the phone, you will avoid paying for a service call. Nothing is more frustrating than having a technician come to your home, flip a switch and hand you a bill.

Q: *What if your suggestions don't work?*

A: Then we will immediately schedule an emergency service call.

Q: *How long will it take for a technician to arrive?*

A: On the coldest days, when we have many no-heat service calls, we still promise to get to you the same day. In most cases, though, we'll be there in a few hours. Remember to keep your fill pipe clear!



Bob French
service technician

What to do if you lose your heat:

1. Check the **fuel level** in your tank.
2. Be sure the **power switch** for your system is **ON**.
3. Check **circuit breakers** or **fuses**.
4. Press the **reset button** on the burner, but press it **ONCE ONLY**.

If you still don't get heat, call us. We'll do our best to get to your home quickly and fix the problem.