



"The Service  
that Makes  
Warm Friends"

Late Fall 2021

**SCOTT WILLIAMS**  
Incorporated

PERSONALLY SPEAKING

## goodbye, Mass Save rebates?

Dear Friends,

**Last March**, the Massachusetts Energy Efficiency Advisory Council endorsed a plan to eliminate **all** Mass Save equipment rebates for new heating oil systems, along with the popular 0% interest HEAT loans that homeowners relied on to subsidize installations.



emissions than other heating sources. See the article on this page to see why that's not so.

Besides, heating oil customers have helped fund the Mass Save program through a monthly energy-efficiency charge that appears on their gas and electric bills. You're entitled to get some of

your money back!

Please stay tuned for more updates. And remember, Mass Save rebates **are still available**, at least until the end of the year. So if you want to upgrade to a more efficient and reliable heating oil system, please call us **now** to get started before it's too late.

Warmly,

Ken Williams, President

This could all become a reality as early as January 1, 2022. The good news is that the Massachusetts Energy Marketers Association, which represents us and about 400 other heating oil companies, intends to go to court to mount a challenge if this plan goes into effect.

What's the reason for such a drastic change? The commonwealth no longer wants to encourage people to upgrade to fossil-fuel-reliant equipment. Instead, they want to encourage the conversion **only** to electric heat pumps, with the inaccurate belief that electric heat emits fewer

## the problem with heat pumps

**Right now, more than 60%** of our electricity comes from burning fossil fuels, mostly coal and natural gas.\* In contrast, renewable fuels, like the **low-carbon B10 Bioheat Plus® fuel** blend we deliver, reduces greenhouse gas emissions **right now**, with even more reductions on the way.



We achieve these reductions for pennies per gallon versus the more than **\$20,000** average cost of a whole-house conversion to a heat pump, which is also very difficult to install and repair.

A recent study showed that 9 out of 10 people who have converted to a heat pump **keep** their existing heating system (heating oil, natural gas, etc.) as a backup. And for good reason — 84% were unhappy with their heat pump's performance in very cold weather.\*\*

## protect your tank

**The arrival of** the heating season means that your oil tank is now a year older. Through our experience, we've seen a lot of older tanks fail after getting filled up for the first time in the early fall. Don't let this happen to you!

Like many other products, oil tanks have sharply increased in price. To take

away your worry, please ask us about enrolling in our **Tank-Guard®** program, which covers you for the first **\$2,000** put toward a tank replacement.

Please visit our website and click on the links for Service and Tank Protection to read more, and then contact us to request enrollment.



\*Source: <https://www.eia.gov/energyexplained/electricity/electricity-in-the-us.php>

\*\*Source: Massachusetts Clean Energy Center.

## put the checkbook away

**We can make** your life easier with our **Auto Pay** program, which lets you make automatic payments via your credit card, debit card or bank account.

Many customers like to combine **EZ Pay**—our monthly payment plan—with **Auto Pay**. This saves you time, can help you build points on your credit cards, and makes it less likely that you'll inadvertently miss a bill in the winter. EZ Pay can also be combined with e-billing (when your statements are sent via email).

Go to our website (or use our mobile app for more convenience), log in to your account and ask us to switch you to Auto Pay. It's simple!



## don't forget your tune-up

**Annual maintenance** keeps your boiler or furnace running at peak efficiency, and that can help you conserve up to 10% of heating fuel each year. You'll also extend the life of your equipment and avoid the type of expensive that you'll need if when you neglect your heating system.

Check the tag on your equipment to see the last time we did a tune-up. If it has been more than a year, call us or go online to make a tune-up appointment before the cold weather arrives.

If you have a Silver Platter heating oil service plan, we'll remind you when it's time to schedule your tune-up.



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## ask the expert

**Q:** How can I protect my home from frozen pipes while I'm away this winter?

**A:** Here are five tips to help you out!

1. Install a freeze alarm. This is a low-cost temperature monitor that you can purchase at the hardware store. You simply attach it to your home phone. If your heat stops working while you're away, this device will automatically call you at the numbers (up to three) that you have programmed into it.
2. Ask a friend or neighbor to check your home regularly—and work with us if we need to respond to an emergency. Please give us the friend's contact information so that we can reach them if we have an important update about service or a delivery.
3. Make arrangements to have your driveway plowed and the fill pipe and entrance cleared of snow and ice. That way our drivers or technicians can access your property.
4. Ask us about adding antifreeze intended for use in heating boilers. Note: This is different from the antifreeze you would put in your car.
5. Get your fall tune-up done. See the article above.

Chris Sands  
Service Manager

