



Warm Words

Winter 2023

SCOTT WILLIAMS
Incorporated

PERSONALLY SPEAKING

what's next for heating oil prices?

Dear Friends,

In October 2022,

OPEC announced it would slash crude oil production by two million barrels a day. Within just three days, wholesale prices jumped by more than \$1 per gallon! When prices move this far this fast, you can always see the impact of Wall Street firms that jump in to take advantage of the momentum to make a quick buck. It frustrates the heck out of us.

As we go to print, heating oil prices have since fallen quite a bit, but that doesn't mean we're out of woods yet. Over the years, we've seen prices rise several times during late winter.

Heating oil is not the only fuel impacted. All energy prices have gone up, including natural gas and electricity. If that's not enough, ISO New England, Eversource and Groton Electric have all warned about the potential for rolling blackouts this winter. That's due to a shortage of natural gas needed to make electricity. So how can electric heat pumps be



a "solution" to our energy needs if the grid can't even handle the current load?

In short, there is no easy way to avoid paying more for heating your home this winter. But there are always ways to trim costs, especially if you get a heating tune-up every year and use a smart thermostat.

This will improve energy efficiency in your home.

There are many things we can't control, but we will always prioritize our existing customers over new ones. We will go the extra mile to keep you safe and warm. And we will be there when you need us.

Warmly,

Ken Williams, President

protect your tank

Like everything else,

the price of new oil tanks has gone up. So, it makes sense to extend the life of your tank as long as possible

That's why we recommend our **TANK-GUARD®**

protection plan, available for just \$5 per month.

Tanks rust from the inside out! To prolong your tank's life, we use an additive that helps prevent internal corrosion. You will get a warranty for **up to \$2,000 towards a tank replacement.**

Please visit our website and click on the Tank Protection link under Service to read more. Then, contact us to request enrollment.



please help our drivers

We still have nightmares about shoveling out from more than 100 inches of snow during the winter of 2015.

While we don't expect that to happen again this winter, we always like to remind customers

about the importance of keeping a clear path for our delivery drivers.

After a snowfall, please shovel a path to your fuel tank or fill pipe, clear your driveway and apply rock salt or sand. Our drivers will thank you.



skip the mail, reduce paper clutter

It's unfortunate that we can no longer count on our mail being delivered as quickly as it used to be. This is especially frustrating when monthly bills arrive late.

Many of our customers have found a solution to this by opting for our **paperless billing** option. Instead of "snail mail," your bill comes to you through **email**. You'll always be able to find it because you can store it electronically.



You'll also reduce the amount of paper clutter coming into your home.

Interested? Go to **ScottWilliamsOil.com** and click My Account. Follow the instructions for setup and then choose Paperless Billing as an option. Going forward, you will receive an email with an attached invoice that you can pay right on our website or through our mobile app.

avoid heating system breakdowns



Did you know that most home heating equipment breakdowns can be avoided through an annual tune-up?

That's why a 12-point tune-up serves as the foundation of our Silver Platter heating oil service plan. A properly maintained heating system will also run more efficiently, using less fuel and saving you money.

When we perform your tune-up, we'll also inspect your heating oil storage tank and alert you to any potential problems.

Our Silver Platter service plan guarantees 24-hour emergency heating service. Plus, it covers labor and materials costs for a wide range of repairs, saving you even more money.

Make sure your boiler or furnace runs efficiently for years to come. Call or email us today!

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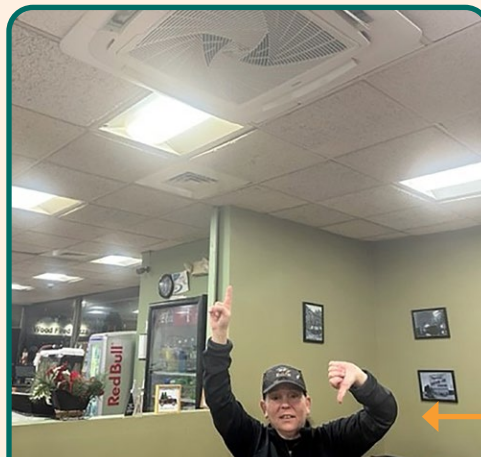
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a heat pump disaster story

During the hottest week of summer, we responded to an urgent repair request from Adams Corner Café & Butcher Shop Market in Dorchester. Its two-year-old heat pump had broken down because of a faulty circuit board.

Our office requested a new part, but it took about two months to get it because of supply chain issues. That would not have happened if it had been a heating oil system!

Heat pump repairs present a complex challenge, even if you can get parts right away.



Plus, it's impossible to work on the outdoor unit in bad weather or when it's dark.

It was bad enough that restaurant went without air conditioning for a long time. It would have been even more of a disaster if this happened during the winter, and the pipes had frozen.

Owner Jeannie Saverse expresses her opinion about heat pumps.