

A LETTER TO OUR WARM FRIENDS

Harrington Oil Inc.

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www.harringtonoilinc.com

2011 WINTER NEWSLETTER



MESSAGE FROM THE BROTHERS

This past summer and early fall has been a very exciting time for Harrington Oil as we continue to grow and expand the services that we offer.

It is always nice hearing from old Holden Heating customers who reminisce about the great service our father's company was able to provide them. We could not have asked for better role models than the old Holden Heating team, where every employee's first priority was making sure the customer was well taken care of.

We listen to our customers and try to expand our services with what our customers are requesting. This past year, after many requests, we added a Service Policy to help protect our customers from unexpected service bills. We were also able to offer our customers oil contracts as protection from the oil price roller coaster, which is unfortunately a part of today's oil market.

This winter we have also added a second oil truck to our fleet, allowing us to pump more gallons daily during the peak winter season. Customer feedback is encouraged so we can continue to add the services that are most important to you.

We thank you for your business and may each of you have a Safe, Happy and Warm Holiday Season.



GO GREEN

Join Harrington Oil in GOING GREEN. With your email address we can send electronically your monthly statements, credit card receipts, information about new products and services, or our most recent

newsletter and save lots of time, paper & postage. With GOING GREEN, we save and in turn you save. To join just send an email to deb@harringtonoilinc.com

DON'T MISS OUT!

No need to clip coupons, or enter secret codes to save money. With Harrington Oil a discount of \$.10 per gallon is given to all customers who remit payment to our office within 10 days of an oil delivery.

Throughout the year the savings can substantially add up. Payments can be made directly to the driver, left in an envelope, paid with credit card or simply mailed in with the envelope attached to the delivery ticket. No matter which method, we gladly reward our customers who remit payment in a timely manner.

All budget customers who are current with their monthly payments and prepaid cap customers automatically receive the discount.

CUSTOMER REFERRAL PROGRAM

Do yourself, your friends, family and neighbors a favor and refer them to Harrington Oil. Just have them mention your name when they call to sign up and we will credit your account \$50 towards your next delivery, after their first paid delivery. It's a great way to make some extra money and make your friends, family and neighbors happy at the same time.



We have happily given out many \$50 account credits already. We want to sincerely thank those of you who have helped us grow at Harrington Oil.

SNOW GETS DEEP



Our oil drivers work extremely hard to make sure your comfort needs are met. During the snowy season our drivers work even harder. Please keep the driver in mind when clearing the snow and make sure there is a clear path for them to use and that your fill pipes are cleared. Our main concern is keeping our driver safe and you warm.



PROTECT YOUR OUTSIDE TANK THIS WINTER

Harrington Oil recommends that Hot Shot, Anti-gel be added to all outside tanks during the winter season. Hot Shot disperses water and helps prevents oil from gelling during extreme cold conditions. It is recommended to add Hot Shot during each winter delivery; the cost is \$14.88 including tax.

Please contact our office if you are interested in having Hot Shot added to your outside tank this winter.

POTENTIAL QUICK FIXES FOR LOSS OF HEAT

If you don't have heat, you may be able to fix the problem yourself and save time. Try these steps before you call us, and you may get your heat back immediately:

1. Make sure that the oil burner emergency switch is in the "ON" position.
2. Set the thermostat above room temperature.
3. Check the fuel oil level gauge on your oil tank to be sure that the tank contains oil.
4. Press the re-set button once only. If the burner does not start immediately, do not press the button again.
5. If the burner or furnace does not run at all, check for a blown or loose fuse or a tripped circuit breaker.



If you have a steam heating system, check the water level and refill the boiler if needed.



AUTOMATIC DELIVERIES

We highly recommend Automatic Delivery to all of our customers. With Automatic delivery the customer does not have to worry about watching their tank level and Harrington Oil can plan it's routes more efficiently, saving us money, thus passing the savings to you the customer. If you prefer to call for your deliveries, please note the Town/Day Delivery Schedule listed, and keep in mind to give us at least 2-3 days notice for requested oil deliveries.

TOWN/DAY DELIVERY SCHEDULE

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MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
HOLDEN	HOLDEN	HOLDEN WEST	HOLDEN	HOLDEN
PRINCETON	PAXTON	BOYLSTON	PRINCETON	PAXTON
STERLING	WORCESTER	NORTHBORO	STERLING	WORCESTER
RUTLAND	AUBURN	BOYLSTON	RUTLAND	AUBURN
	LEICESTER	CLINTON		LEICESTER
		SHREWSBURY		



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