

A LETTER TO OUR WARM FRIENDS

Harrington Oil Inc.

752 MAIN ST, HOLDEN, MA 01520

*** 508-829-0044 ***

www.harringtonoilinc.com

HEATING OIL SOLUTIONS!



WE'VE MOVED TO 752 MAIN ST, HOLDEN, MA

MESSAGE FROM THE BROTHERS

We are very excited to be moving to our new/old location at 752 Main Street, Holden. As many of you remember, that is the same location our father built and ran as Holden Heating Co., and the place we worked as kids, learning the oil business. The office will give us plenty of room as we continue to grow the business. Additionally we will have a garage to keep our trucks out of the weather along with 90,000 gallons fuel storage plus our own loading rack. This enables us better purchasing power and better operating efficiency, passing the savings to you our customers. This property was built for an oil company and will give us everything we need to achieve our mission to take the best care of you. It will also put us on the ground floor with easy access with not so many stairs to climb when you put us a visit at the office.

We are currently looking for tenants to rent some office space, if you know of anyone who is looking for office space on Main Street Holden, please ask them to contact our office.

As our customer base continues to grow, so must our fleet. We were pleased to add a 3rd delivery truck to our fleet this year. The 3rd truck will help us in fulfilling all delivery requests and keeping our customers warm and cozy all winter long.

PAYMENTS

IF MAKING PAYMENTS IN PERSON, OUR NEW OFFICE LOCATION IS 752 MAIN STREET, HOLDEN, MA 01520.

BY MAIL TO: PO BOX 563, HOLDEN, MA 01520.

We gladly accept CASH, CHECK or CREDIT CARDS

Your Prompt payments are greatly appreciated.



Thank you!

FUEL ASSISTANCE PROGRAM PARTICIPANT

Again this heating season Harrington Oil will be working with Worcester Community Action Council (WCAC), Joe for Oil (Citizens Energy), Salvation Army and local fuel assistance programs to help those in need of heating assistance. Please feel free to contact our office with questions on how to obtain support from any of these programs.

EMERGENCIES

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

- Make sure that the oil burner emergency switch is in the "ON" position.
- Set the thermostat above room temperature.
- Check the fuel oil level gauge on your oil tank to be sure that the tank contains oil.
- Press the re-set button **once only**. If the burner does not start immediately, do not press the button again.
- 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.

OFFICE HOURS and ONLINE SERVICE

Now that the heating season is upon us, we have extended our office hours to include Saturday mornings from 9AM to 12 NOON. **WINTER** hours from November through March are Monday through Friday 8:00 am to 4:30 pm and Saturday's 9:00 am to 12 NOON. Should you need to contact us during non-business hours, please feel free to visit our website at www.harringtonoilinc.com. We offer a secure internet connection for ordering oil or emailing a staff member with questions on your account. Your emails will be responded to promptly on the next business day.



Phones are answered 24 hours a day by a Harrington Oil employee to handle any emergencies. Please phone during normal business hours with any questions on billing or account information.

If there is a phone problem with the regular office number, contact Patrick's cell phone at **508-523-8358.**

TANK GUARD PROTECTION PROGRAM

PROTECT YOUR OIL TANK FROM COSTLY LEAKS AND REPLACEMENTS

Like everything else in today's world, the cost to replace a leaking oil tank has risen over the past few years. Today, replacing an oil tank for any reason (including disposal of the old tank) can easily cost \$2,000 or more, and, this cost is something that is not usually covered by homeowners insurance.

The Tank Guard® program is a corrosion protection and warranty service for above ground oil tanks. When you enroll in the program you get the peace of mind of knowing your tank is covered and will be replaced if your oil tank leaks. Please phone our office for more information on this program.



KEEPING A CLEAR PATH TO THE FILL PIPE

We want to thank all our customers who help us by maintaining a clear path to their oil fill pipes. You make it easier for our drivers to deliver to your home when they don't have to step over winter snowdrifts or risk slipping on ice. Our Drivers appreciate your assistance in this matter.



SPREAD THE WORD AND BE REWARDED

Many of our customers come to us through a referral from a friend. This means a lot to us. 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 reduce your oil balance and make your friends, family and neighbors happy at the same time.

A referral is the greatest compliment we can get.



TESTIMONIAL

If for some reason we have not met your expectations, please call us and we will make all reasonable means to get things right. If you have a compliment or great experience to share, please feel free to share it on our website under "TESTIMONIALS" or "Google" a review. We appreciate your help in sharing your good words about Harrington Oil.

BE AN AUTOMATIC CUSTOMER

Why risk forgetting to check the tank. Running out of oil will leave your house cold and possibly without hot water which is not a pleasant circumstance/feeling. With AUTOMATIC delivery you never need to watch your tank level. We use a conservative projection formula based on your usage and degree days, leave the worry and hassle to Harrington Oil. Whether you are on Automatic delivery with us, or Will Call basis, the total gallons used each year are approximately the same.

For customers who prefer to call for their deliveries we ask that you keep an eye on your tank gauge and give us a call when the tank is at the $\frac{1}{4}$ mark. **Please refer to the Town/Day Delivery Schedule** and allow 2-3 days notice for a delivery. This ensures that we have several days to work you into the delivery schedule.

<u>TOWN/DAY DELIVERY SCHEDULE</u>				
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
HOLDEN	HOLDEN	HOLDEN	HOLDEN	HOLDEN
PAXTON	MILLBURY	BOYLSTON	PAXTON	AUBURN
RUTLAND	SHREWSBURY	CLINTON	LEICESTER	CHARLTON
WORCESTER	WORCESTER	LANCASTER	RUTLAND	WORCESTER
01602	01604	PRINCETON	WORCESTER	01604
01603	01605	STERLING	01602	01605
01609	01606	W. BOYLSTON	01603	01606
	01607		01609	01607

BE SAFE, BE WARM AND ENJOY THE HOLIDAY SEASON

Harrington Oil, Inc.
752 Main Street, PO Box 563
Holden, MA 01520

