

A LETTER TO OUR WARM FRIENDS

Harrington Oil Inc.

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www.harringtonoilinc.com

2011 SUMMER NEWSLETTER



MESSAGE FROM THE BROTHERS

Welcome to Harrington Oil's first newsletter and thank you for being a Harrington Oil customer. This first winter season was not without its challenges with heavy snowfalls and rapidly rising oil prices. But our Harrington Oil team was up to the task keeping our customers' tanks full and doing everything possible to offer the lowest price.

We are also pleased with the level of burner service, which we will continue to provide. Anytime one of our customers was in need of service we were able to dispatch a service technician promptly and get the heating system running properly.

While this was our first season as Harrington Oil, Joe and Patrick have been taking care of the heating needs of customers for over 30 years each. Having that kind of experience behind the company should give you every confidence in Harrington Oil today and tomorrow.

Going forward, we are expanding our offerings to include a Service Policy on your heating system and a Cap Budget Program to protect you whether the price fluctuates up or down. We look forward to satisfying your heating needs for years to come.

Automatic Deliveries

Let us watch the tank level for you. We have every confidence that we can accurately project when you will need your next delivery. When a new customer goes on automatic delivery, we set the account up conservatively and may make a couple of smaller delivery drops until we have the information to fine tune our projection. Our optimum goal is to try to deliver when your tank level is about 1/4 full.

Some customers prefer to call for their deliveries so they do not receive large oil bills. If this sounds like you, you might want to consider becoming a budget customer and even out your payments over 11 months. Automatic delivery and a Budget Plan will give you two less things to worry about this winter.



Cap Budget Plan

Harrington Oil's goal is to give you, our budget customers, peace of mind and stable monthly payments. This past year, however, due to the volatility in the market, we were forced to increase many of our customer's budget payments. This is not a scenario that we want our customers to worry about going forward.



Harrington Oil does not expect this volatile market will be ending anytime soon. We are therefore working diligently on a Cap Budget Program. This program will protect you from higher prices, while at the same time giving you the opportunity for lower prices. Here's how it works:

A Cap Budget Program is a program that establishes a ceiling budget payment for your heating oil next year, meaning your monthly payment for your heating oil can NEVER go higher than this set budget payment, for the gallons you protected. It also, however, gives you the benefit of lower oil prices, via refunds at season's end, should prices take a downward turn during the heating season. There will be a fee associated with this program, but the security and protection you will receive throughout the next 2011/2012 heating season will certainly outweigh the nominal cost the protection affords you.



In association with Lincoln Laboratories, Harrington Oil offers the Tank Guard Program. This low cost program provides a warranty that will replace your tank for FREE if your tank leaks from internal corrosion, a savings of approximately \$2000.00. Enrollment is subject to a FREE satisfactory tank inspection. Tank Guard is a small yearly insurance plan that could pay off big. For more information, please return the attached reply card or contact our office.

Harrington Oil, Inc.
672B Main Street, PO Box 563
Holden, MA 01520

REPLY CARD

Please contact me about:

- Automatic Delivery
- Cap Budget Program
- Service Policy
- Tank Guard Program
- Annual Tune-up
- Heating System Upgrade
- Central A/C
- Oil Line Upgrade
- Electronic Billing

Name: _____

Address: _____

City: _____ Zip: _____

Phone: ____ (____) _____

Email: _____

Customer feedback is always appreciated: _____

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 Connections

Do you have a home project and don't know who call. Call Harrington Oil and we would be happy to assist you in finding the right plumber, electrician or carpenter. If you are looking to upgrade your heating system or central air conditioning, we are here to help.

Personal Touch

Ever have trouble talking to the person in charge? Do you get the run around from the person on the phone or leave messages that take forever to get returned? With Harrington Oil, Patrick Harrington, the president, is often the one answering the phone even at night or on weekends. We do not use an answering service, so when you call you are speaking to a Harrington Oil employee direct. If for some reason we cannot answer the call, please leave a message and someone will get right back to you. One of the biggest benefits in doing business with a small company is the personal touch we are able to give.

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Massachusetts Oil Line Upgrade & Homeowners Remediation Insurance Law

In January of 2009, the Massachusetts legislature passed a law (Massachusetts General Law Chapter 149, Section 38J) requiring that all unprotected oil lines be upgraded with either: (1) replacement by a new line with a continuous non-metallic sleeve, or (2) installation of an oil safety valve on the system with the current oil line. The law also requires that homeowner insurance companies in Massachusetts make available additional insurance endorsements for the cost of remediating a spill or leak of heating oil. (Massachusetts General Law 175, Chapter 4D). Although requirements for the oil line upgrades and the availability of additional insurance are mandatory, purchasing the additional insurance coverage is optional for owners of Oil heated homes. The deadline for compliance with the oil line upgrade portion of the law is **September 30, 2011**. We can inspect your oil line when doing an Annual Tune-up and provide you with a certificate for your insurance company.

www.mass.gov/dep/cleanup/laws/hhsl.htm

Note: Overhead lines do not need to be upgraded.

Have a happy and safe summer