

FALL/WINTER 2015

The Pipeline

STRAIGHT TALK & TIPS FOR SNOW'S CUSTOMERS

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Snow's 
Fuel Company

Preparing for What Lies Ahead

Here at Snow's, we hope that you enjoyed your summer on the Cape as much as we did. After the winter we all endured, it was a welcome reprieve to exchange snow shovels for beach shovels and ice dams for ice cream. But, as the days grow shorter and the foliage turns, we can't help but turn our attention to the impending winter season. We've all heard by now that the Farmer's Almanac has predicted that this winter season will be as cold and snowy as the last. In response, the Snow's team is gearing up to ensure that we continue to provide the high-quality service our customers have come to rely on, regardless of the weather.



We're developing new service plans and flexible plan tier options to accommodate the various needs of our customers. In addition, we are proud to announce that we have converted all of our heating oil customers to Bioheat, providing a superior product at the same price as regular home heating oil. See the article about Bioheat in this newsletter to learn more.

If we can help to prepare your heating system for the coming winter, please give us a call and we'd be happy to come to your home, or visit snowsfuel.com to see how else we can be of service to both our year-round and seasonal residents. If you are a seasonal resident, remember to provide us with your winter address and contact information, and consider using our Home Monitoring Program so we can best take care of your home.

From our family to yours, we thank you for your continued business and wish you and your family a warm and happy Thanksgiving.

Sincerely,
Jorge Castillejo, General Manager

Home Monitoring Program

Seasonal residents have peace of mind knowing that their homes are protected from damages associated with fuel run-outs as well as heat loss associated to heating system failure thanks to Snow's 24/7 home monitoring services. Our services are available for customers that heat their home with Bioheat, propane, or natural gas. The monitoring system is based on phone, internet, or cellular network options and will alert us if your home temperature or fuel levels fall. Learn more at snowsfuel.com/home-monitoring.

The Snow's Team is Growing!



Hayden Tayler



Jim Rohrer

We're excited to welcome two new employees to the Snow's team; Hayden Tayler joins our Service team as a technician, and Jim Rohrer joins our

Customer Service team as a service representative.

In addition, we would like to thank Paul Renkawitz for his years of dedication to the company and we hope he enjoys his new labor adventure.

Stress-Free Fuel Delivery

Between busy schedules and unexpected surprises, why not take one less burden off of your plate? With Snow's Automatic Delivery service, we monitor your fuel levels so you don't have to. When we determine you need another delivery, we send it straight to your door. You don't lift a finger.

- **FREE service**
- **No more scheduling deliveries**
- **Security of uninterrupted heat**
- **May be eligible for contract pricing**



Warm up to Cleaner, Greener Heating Oil with Bioheat®

When you fill your tank with Snow's heating oil, you're also making a positive impact on the environment. Snow's uses Bioheat—a blend of regular home heating oil and a renewable, clean-burning biodiesel—and adds Avalux®, a specially-designed additive that cleans the heating system as it burns. When oil fuel burns cleaner, the heating system runs more efficiently which translates to reduced oil consumption and increased savings for our customers. Other Bioheat benefits include:

- Offered at no additional cost to our customers
- No modification needed to your existing system
- System operates at peak efficiency, reducing the need for service calls
- Extends equipment life
- Made in the USA

Learn more about our Bioheat at snowsfuel.com.



ACCESS YOUR ACCOUNT ONLINE

Sign up to access your account online—you can make payments, choose paperless statements options, and more. Click on the "My Account" link on our website to get started.

Ultimate Protection for Ultimate Peace of Mind

Snow's offers service plans to ensure that you and your family are safe and protected all winter from breakdowns and blackouts. Enroll today for a stress-free winter.

Bioheat Oil Service Plan

As a Bioheat customer, you already know the superior service that Snow's brings to your door. We are committed to keeping your family safe and comfortable all year round. Before this winter strikes, why not take advantage of the best services we have to offer? With a Bioheat service plan, enjoy full comfort and peace of mind knowing that Snow's has taken care of every detail of your heating system, including:

- **Emergency & Priority Service**
- **Annual Tune-Up**
- **Safety Inspection**
- **10% Discount on Service Work**

Our Premium Service Plan members also enjoy additional coverage:

- **20% Discount on Service Work**
- **30+ Part and Filter Replacements Included Free**

Natural Gas & Propane Service Plan NEW

You've asked and we've listened—Snow's is proud to announce a new service plan to provide our expert service to our natural gas and propane customers. With this plan, you now have worry-free protection of your heating equipment against unforeseen breakdowns and costly repairs. Our plan includes:

- **Emergency & Priority Service**
- **Annual Tune-up**
- **Safety Inspection**
- **10% Discount on Service Work**
- **New Air Filters Annually**

Premium Service Plan members will receive a **20% discount on service work**, as well as additional **parts replacement or repair**.

We also offer a **Cooling Service Plan** and **Water Heater Service Plan** for customers seeking those services, as well as a multiple policy discount.

To learn more about these and other Service Plans that Snow's offers, visit snowsfuel.com.



18 Main Street | Lower Level | Orleans, MA 02653
Call (508) 255-1090 | Fax (508) 240-3843 | snowsfuel.com

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snowsfuel.com | fuelservice@snowsfuel.com



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- **Tips and Tricks in the Industry**
- **Fun Facts and Trivia**
- **And More!**
- **Promotions and Specials**
- **News and Events**

What are you waiting for? Take advantage of our experience and keep informed when you follow us on Facebook!

From Our Thankful Drivers

Last winter was one of the harshest winters in history, and we remember our thoughtful and wonderful customers who consistently shoveled paths to fill pipes and made accessing your driveways easy. With the next winter quickly approaching, we kindly ask that you continue taking care of our delivery drivers and trucks the way you have in the past so that we may reach you and your home by the safest means possible.

On behalf of the safety of our drivers, we thank you for taking the time to clear a pathway.