

SPRING 2015

# The Pipeline

STRAIGHT TALK & TIPS FOR SNOW'S CUSTOMERS

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**Snow's**   
Fuel Company

# A Special Thanks to Our Customers & the Snow's Team

As we welcome the warmer weather ahead, we would like to thank our customers, staff members, and community for working together throughout the extreme weather we experienced this winter.

**To our loyal customers:** Between keeping up with shoveling to make sure our delivery drivers were able to reach your tank's fill safely and your patience for service through our worst storms, the Snow's team is truly thankful for your cooperation.

**To our dedicated employees:** Offering 24/7 service means we have staff available to assist customers day or night, week day or weekend, rain (or snow or sleet) or shine. Our office staff, service team, and delivery drivers worked hard this heating season to make sure all homes we service were kept warm and safe.



**To our helpful community:** We are fortunate to live within a close-knit community of neighbors who care about the well-being of one another. For the police department, fire department, plow drivers, and other service personnel who worked overtime to protect the area's homes and families this winter, we appreciate all you do.

Please help us continue to reach you effectively each winter by letting our office know if you have a new phone number, email address, or otherwise updated account information. For seasonal residents, this is particularly important so we can make sure your home is protected while you are not in the area.

We are proud to provide comfort and convenience to our customers throughout the seasons. Visit [snowsfuel.com](http://snowsfuel.com) to learn more about what we offer to our year-round and seasonal residents. Thank you for your business.

Sincerely,

Sid Snow, President

Jorge Castillejo, General Manager



## How to Determine If Your System Needs Immediate Repair

Your heating system worked hard this winter. With the heating season winding down, your equipment may not be operating at peak performance. How can you determine if you need service for an issue with your equipment? Please follow this checklist – and save for future reference – to determine if your situation is a no heat emergency:

- Are your Emergency Burner Switches on? There is one near the burner and usually one at the top of the basement stairs.**
- Is there enough fuel in your tank?**
- Is the thermostat set above current room temperature?**
- If your thermostat is electronic, are the batteries dead?**
- Check the fuse boxes for blown fuses or circuit panel for tripped circuits.**
- Press the RELAY RESET button on the relay box located on your heating system. PRESS ONCE ONLY.**

**If you still do not have heat, give us a call at (508) 255-1090 and we will assist you immediately.**



**A company that puts the needs of our customers first, Snow's Fuel Company is proud to have serviced the Cape Cod area for more than a century.**

**Do you have feedback about your experience with Snow's Fuel Company? Let us know what you value most, and we will feature one of your testimonials in our next newsletter! Simply email us at [feedback@snowsfuel.com](mailto:feedback@snowsfuel.com) or call our office. Thank you for your loyalty.**

## Why Snow's Fuel Company?

For your year-round energy needs, count on a local company you can trust. Our expert staff works to keep your family safe and comfortable throughout the seasons. Doing business with a full-service energy provider means that you can rely on fully-trained company technicians, rather than third-party subcontractors, to service your equipment.

24-Hour Emergency Service	✓	Price Protection & Payment Options	✓
Energy-Saving Tune-Ups	✓	Service Plan Coverage	✓
Oil & Propane Heating System Service	✓	Professional, Full-Time Technicians	✓
Air Conditioning Service	✓	Exceptional Customer Service	✓
Complete HVAC Installations	✓	...and much more!	✓

# What's New at This Year's Lower Cape Home and Garden Expo?



The popular annual event showcases local businesses and is an excellent way to learn more about all that our community has to offer. We attend the event to discuss **our newest products and services** and to answer any questions you may have about Snow's Fuel Company and Snow's Home & Garden. Keep up with us on Facebook for information about our presence at this year's Lower Cape Home and Garden Expo (Saturday, April 11th at Cape Cod Regional Technical High School), additional area events we'll be attending, and about all of our offerings at [facebook.com/SnowsFuelCompany](https://www.facebook.com/SnowsFuelCompany).



## Spring Specials: Upgrading Your A/C System or Generator Count on Snow's to keep you comfortable in winter, spring, summer, and fall.

### Cool Savings for Your Comfort

Reduce your summer energy costs this year with a new, high-efficiency cooling system installed by a Snow's Fuel Company expert technician.

- **Enjoy cool, even comfort throughout your home all season long.**
- **Don't worry about inconvenient and unexpected repairs.**
- **Lower your electricity bill with a highly efficient new technology.**



We offer both **central air and new ductless mini-split air conditioning systems**. More efficient and convenient than conventional room air conditioners, central air conditioning systems offer quiet, even cooling distribution. If you have ductwork in place in your home with respect to your heating system, installing a central A/C system can be integrated easily! If you do not have ductwork in your home, the ductless mini-split system is an excellent alternative for providing consistent comfort. Much more efficient than conventional wall or window units, mini-split systems can be used to cool concentrated rooms or your whole home.

Call our office for a **FREE** in-home estimate or to schedule your installation!

### Your Power to Choose

Snow's Fuel Company offers complete installation of Generac® automatic standby residential generators. Reliable and affordable, Generac systems are built with durability to keep your home up and running in the event of a power outage. With a whole-house generator you will be able to use necessary home appliances like heating sources, air conditioners, lights, refrigerators, and most electrical appliances when your power is out.



#### What happens if you lose power when you have a Generac standby generator?

1. **Utility power is lost.**
2. **Generator automatically detects a problem.**
3. **Generator automatically turns on.**
4. **Electricity is automatically restored.**

Losing power can happen in any season – and whether you expect it or not. Be prepared for the unexpected! Contact us to learn more about the quality and benefits of a Generac generator installed by Snow's Fuel Company, an authorized Generac dealer. Our consultations are always free, and we will be happy to answer any of your questions.

# SAVE \$400

off the installation of a new air conditioning system

Must be installed by Snow's Fuel Company.  
Signed agreement must be completed by 7/31/15.

# SAVE \$200

off the installation of a new Generac generator

Must be installed by Snow's Fuel Company.  
Signed agreement must be completed by 8/31/15.



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

## This winter was one of the coldest and snowiest we can remember.

Being surrounded by water, we usually get a dusting to a few inches of snow which often melts the next day. This makes Cape Cod an ideal area of New England for year-round outdoor activity from biking to golfing and much more!

### Orleans, MA Snow Totals

Average Annual Snowfall: **32.5"**

Winter of 2014-2015 Snowfall: **53"**

**Air Conditioning Service Customers:** Be on the lookout for your annual tune-up reminder this spring! We will be sending these out with an appointment date for your service. If the proposed time does not work for you, please give our office a call to reschedule. Thank you!