

# GIROUX

## OIL SERVICE CO., INC.

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FAMILY OWNED AND OPERATED SINCE 1959

December 1, 2006

### Dear Friends,

Another heating season is about to begin. We are ready for whatever Mother Nature has in store for us. Our Service Technicians and Delivery Drivers are out in full force throughout the greater Portland area. It's our goal to keep every customer safe and warm this winter.

We appreciate your continued reliance on Giroux Oil Service Co. As we approach our 50th anniversary in 2009, it's gratifying to know that so many customers value our friendly service and dependability. Please know that you have our heart-felt thanks for your loyalty.



Heating your home or business effectively and efficiently is becoming more and more complicated. A great deal of information comes our way that may make you a better energy consumer. Since we don't see or speak with each of our customers every day, we hope this newsletter will help to keep you informed. For more information about anything you read in this or future newsletters, please give us a call at 797-7111.

Warmly yours,

*Steve*

Steve Giroux

### If you're traveling this winter...

Consider a Winter Watchman. Once this simple monitor is plugged in, your neighbors will be alerted if the temperature inside your home falls below the thermostat setting. It's simple to set and inexpensive to use. Call for more info.

Ron Giroux, Sr., Service Department

## Better for the environment... Better for your heating system Biofuel

It's been quite some time since anything as exciting as Biofuel has happened to the oil industry. With all the news about petroleum supply and the dramatic fluctuations of the world market, it's nice to know there is an alternative that is so much better.



### What is Biofuel?

You've probably heard news stories about alternative fuels made from a variety of products. Some of the new fuels are made from such things as recycled restaurant grease. But here in the northeast, there is more to consider than the source. It's not as simple as pouring any old thing in your oil tank. We've done our homework and selected an alternative that is a reliable premium product for year 'round use.

Our Biofuel will consistently be a premium fuel that is a blend of 5% soybean oil with 95% #2 heating oil (B5). In order to secure our supply of the highest quality Biofuel, we've contracted with Sprague Energy. We also offer a 20% blend of Biofuel (B20).

Recently, we made a delivery to Maine Audubon in Falmouth. This will be their 2nd heating season using the 20% blend Biofuel (B20). "In addition to being better for wildlife, biofuel is competitively priced, requires no equipment modifications, and is better for our boilers and engines—there's no reason for Maine Audubon not to use it," said Robert Savage, property manager.

### Should you switch?

There are many reasons to switch from conventional #2 heating oil to Biofuel. It truly is better for the environment. If we all used Biofuel, the air in Maine would be much less polluted. You probably know that Maine has a problem with asthma. Biofuel reduces the particulate levels of emissions that are a leading contributor to asthma.

Biofuel is an American-made product so it's good for the US economy. It creates jobs in the mid-west farming regions. It creates jobs at the production facilities (some of which are here in New England). Every gallon of Biofuel produced reduces our consumption of foreign oil and increases US gross domestic product.

Closer to home, Biofuel helps your heating system work more efficiently. It burns cleaner and actually cleans your tank and heating system over time.

You'll be pleased to know that you can start using Biofuel in your heating system today without any delay. It will mix with the oil currently in your tank without any adverse effects. For more information about Biofuel, please give us a call.

# LIHEAP Program Brings Governor to Warren Ave.

We were all surprised to get the call that Gov. John Baldacci was on his way to see us. After all, it was September so the heating season hadn't really begun. With the expectation of a challenging Maine winter along with the daily news stories about rising



Governor John Baldacci stopped by to talk to Steve, Mark and Ron about this year's LIHEAP program.

oil costs, the Governor wanted to bring media attention to the Low Income Heating Assistance Program. We were honored that he chose to kick off the 2006-2007 program by personally delivering the first assistance funds for our LIHEAP customers. If you, or someone you know struggles to heat their home, call us or PROP for more information about LIHEAP.



## Giroux Oil in the news!

We thought the first delivery of Biofuel to a Portland homeowner was an occasion to remember so we invited the local news stations to tag along. WGME and WMTW sent reporters and camera crews to our customer's home in Deering Center. We made the evening news! We want to thank the Ashley family and welcome them as a new customer to Giroux Oil Service Co.

### *We deliver Propane!*

Customers have asked us again and again... "Why don't you carry Propane?" So, now we do.

If you currently use propane, we can switch your current tank over to a Giroux propane tank simply and safely. All it takes is a quick visit from our Service Department.



Why switch? Convenience! Save yourself the hassle of making one more call...paying one more bill. With all your fuel needs coming from Giroux Oil, you'll save time. Plus, we'll put you on Automatic Propane Service, so you'll never run out. If you do, we'll perform a gas check, refill your propane tank and relight your pilot for FREE! That's Cuddly Comfort.



### *When the snow piles up...*

Do you know where the "fill" pipe is for your oil tank? Our drivers really appreciate it when they find a shoveled path from the street or driveway. It makes their job safer and ensures you get your oil on time, too. Mark Giroux, Oil Delivery Department

## Thanks for vote of confidence!

Recently, we asked an outside marketing firm to survey some of our customers. We wanted to know if customers thought we were doing a good job. Based on the results, most customers are extremely satisfied but we recognize there's always room for improvement.

When asked to rate their satisfaction with various aspects of our service, 80% of those responding gave us the highest possible scores. Overall, that translates to an A-.

We also asked if customers need more information about oil heat, energy efficiency and alternatives. Based on the results, we initiated this newsletter. Although we originally expected to deliver it via email, most customers told us they would prefer to receive a printed version.

When asked how the high cost of heat-

ing oil affects their opinions, most customers responded that it hasn't affected their opinion of Giroux Oil but they do worry about availability. We can tell you that the best way to secure your oil needs for the winter is to sign up for automatic delivery with a fuel contract. Although we do not anticipate any problems this season, we can not control the world oil supply. Your commitment to a contract and automatic delivery allows us to guarantee there will be no disruption in your service.

We hear it periodically but it was very gratifying to learn that most of our customers recommend us to their friends and neighbors. That's the highest form of praise we can receive.

Thanks to all our customers who participated in the survey. The lucky winner of four Pirates tickets is Milton Coombs of South Portland. Have fun at the game!