

HotTopics spring/summer 2011

Your source for the latest news, tips, advice and information to help you save energy, money and the environment.



Feel the difference.

Dear Neighbor,

We've made it through another challenging winter and I want to thank you for being a loyal customer and counting on us for all of your winter home comfort needs.

This issue of HotTopics features important information that proves choosing oil to heat your home is a smart decision. We also have a great offer for a new AC system, a quick survey and fix list to help ensure that your AC equipment is ready for the heat of summer, and more!

This has been an exciting season for us as we participated in Oil Heat Cares, an organization that helps families in need. A local family had come across some hard times and had a cracked boiler which caused leaks and left the family without shower services. We helped this family by replacing their boiler at no charge. We hope this family is now enjoying the hot showers they deserve!

We are always here to help with any of your home comfort needs, 24/7 — even during the peak summer AC season! Have any questions about our home comfort services? Please contact me or stop by our office, anytime.

Have a great spring and wonderful summer!

Best regards,



Eric Schmider
General Manager
800.984.1411



Home heating oil: it *is* a great value

While energy costs continue to be volatile, we realize that everyone is finding it challenging to manage their annual heating and fuel costs. However, even though fuel costs are higher than normal, using oil to heat your home still provides great value. As your local, energy savings partner, we have important information that will prove it to you.

The facts speak for themselves!
Rising energy costs are not just limited to oil, but there are many reasons why 9.5 million American homes and families use heating oil over gas to keep comfortable.¹

Resist the impulse to convert to other fuel sources and check out these facts:

Converting to gas is costly

- > A total gas heating conversion could run as high as \$9,000! Converting will NOT save you money.²
- > It's financially unwise for consumers to convert from heating oil to gas heat according to the Consumer Energy Council of America (CECA).

Heating oil is a good value

- > Heating oil prices dropped 23% during the 1980s and 1990s. More recently, prices for other goods and services have risen much more than the price of heating oil.
- > Even with rising energy prices, the cost of heating oil has traditionally been cheaper in 5 out of the past 7 years!

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Survey says: conserve and save!

Do you know if your AC system is ready to handle the heat of another PA summer?

Do you already have a game plan to save energy next winter? It pays to plan ahead and conserving energy with your current heating or cooling system is smarter — and less expensive — than converting to another fuel source.¹

Home energy efficiency survey

Have you:

1. Changed or cleaned your air filter in the last 3 months?

YES NO

2. Removed dirt, leaves, snow or other debris from around the outdoor components of your system?

YES NO

3. Installed a programmable thermostat and programmed it properly?

YES NO

4. Inspected your duct system for obvious signs of leaks and disconnects?

YES NO

5. Had your cooling and heating equipment inspected by a professional in the last year?

YES NO

IF YOU ANSWERED NO

to any or all of these questions, please take the following actions to ensure you're maximizing energy efficiency and saving:

1. Change or clean your filter at least every 3 months. This will improve airflow and air quality in your home.

2. Remove leaves and other debris from around outdoor components to improve airflow through your system. It will ensure easy oil delivery in the winter months.

3. Install a programmable thermostat. This alone can help you save up to \$180 per year when used properly.

4. Seal and insulate heating and cooling ducts (in the attic, basement or crawl spaces). You'll improve efficiency by up to 20%.

5. Make sure to have us inspect your systems prior to each heating and cooling season. Maintaining your equipment not only keeps it operating efficiently but saves energy and money in the long run.

IF YOU ANSWERED YES

to any or all of these questions, you're already getting valuable returns that are greater than if you switched to alternative fuel options!

Learn more about our energy-efficient equipment, service plans and tune-ups. **Call or visit lefflerenergy.com**

Time to upgrade your heating or cooling equipment?

SAVE UP TO 20%!*

Let us install the latest, energy-efficient and ENERGY STAR rated home heating or AC systems and you can save up to 20% annually on energy bills!²

¹ Source: <http://www.cec.org/publications/Smart%20Choices%20Heating%20Analysis.pdf>
² Source: www.energystar.gov



Quick tips to go green!

Use these quick and easy lifestyle changes to save energy and live greener this summer:

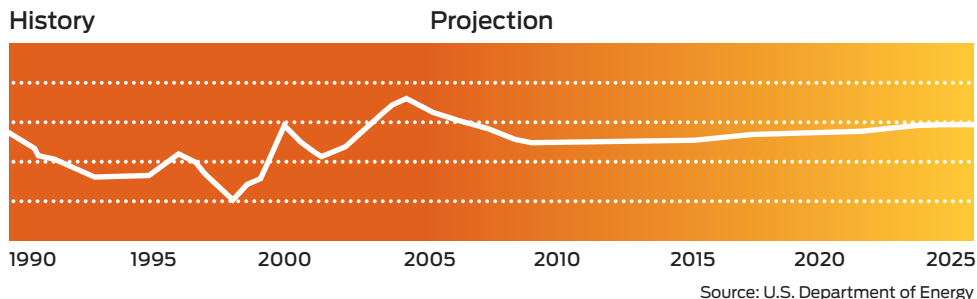
- > Turn off lights and electronics when you leave a room.
- > Unplug chargers when portable electronics are fully charged.
- > Take five- to ten-minute showers instead of baths.
- > Don't hold the refrigerator door open.
- > Consolidate errands and cut some car usage. Walk, ride bikes, carpool, or get a scooter!

Community focus

Our business is built on the foundation of always being there for our customers. But it goes beyond that, to always being there for our community, too. That's why we actively participate in a range of local community programs, like raising almost \$4,000 in funds for various organizations including the **United Way**, various **local fire departments** and the **Humane League of Lancaster**. Since all of our team members live and work where you do, contributing and giving back to the community is just as important to us as it is to you. That's the kind of local, neighborhood spirit that other oil companies have difficulty matching.

Home heating oil: it is a great value

Wholesale oil prices



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Heating oil, like other forms of energy, is a commodity traded on the open market, so you can expect ups and downs in its price. However, competition among thousands of oil heat companies plays a role in ensuring great value and service, which you can always count on us to deliver to you.

Heating oil is clean and dependable

- Oil heat burns 95% cleaner now than in 1970 and the latest ultra-low sulfur products and biofuels, which we offer, continue to make it even cleaner and greener.
- Residential heating oil equipment is environmentally-friendly and barely creates emissions.
- New oil heat systems don't create soot, dirt or odors in the home when properly maintained.
- Oil creates 140,000 BTUs of heat per gallon while a gallon equivalent of Natural Gas produces 100,000 BTUs.¹
- Approximately 40% more natural gas needs to burn to receive the same heating equivalent as oil.²

Heating oil is more energy efficient

- Oil equipment is 16% more efficient on average than gas equipment.
- New systems boast energy-efficiency ratings from 83%-94%!³
- Oil heating systems today use 25% less fuel than they did 20 years ago.⁴
- The hot water recovery rate of an oil-fired water heater is twice as fast as a gas water heater and three times as fast as an electric water heater.

And, oil heat provides more efficient residential warmth than gas.

Heating oil is safe

- Inhalation of oil fumes is not fatal — unlike gas, which is known as “the silent killer” and is the leading cause of death from carbon monoxide poisoning in the U.S.⁵
- Oil is not explosive and only ignites within the combustion chamber of an oil-burner or furnace. Plus, oil will not burn in a liquid state.
- Oil system malfunctions produce clear warning signs before releasing carbon monoxide.

It's true — your best choice for warmth, reliability, energy efficiency, safety and value is oil heat. **Contact us or visit us at lefflerenergy.com for more facts.**

1 Source: www.cityfuel.net

2 Source: www.cityfuel.net

3 Source: www.cityfuel.net

4 Source: National Oilheat Research Alliance, America Petroleum Institute

5 Source: Energy Answers Today Pocket Guide by Primedia www.energyanswers.today.com



You ask. We answer.

Q: When should I schedule an AC system tune-up?

A: To avoid equipment problems during the summer, schedule your AC tune-up in the spring, before using your system on a daily basis. The same is true of your heating system. Schedule its tune-up or cleaning in the fall, before winter sets in. Don't forget, we also have multiple service plan options for your equipment to ensure that it runs smoothly all year.* **Call today to schedule a tune-up appointment!**

You can also call us at 800.984.1411 or visit lefflerenergy.com.

Some services may not be available in all areas. Terms and conditions apply. Visit lefflerenergy.com for details.

Customer Talk

We're proud that you value our local, 24/7 customer service, particularly during the record breaking snow storms of this past winter. Here's what one of our customers had to say:

“During a snowstorm my natural gas furnace became disabled. I wasn't able to remedy the situation, so I called Leffler Energy for assistance. Within minutes of calling the answering service, I got a call back from your technician. He offered to drive out and help me but it was apparent that several helpful tips from him helped diagnose and solve the problem over the phone. He was a significant help to me.” — Jacob S.