



warm thoughts

from BURCH OIL

winter 2010

PERSONALLY SPEAKING

quality service you can trust

Dear Friends,

Every year, I hear stories about how some fuel dealers try to bring in new customers with “special” deals, only to renege on their promises later—or, in extreme cases, abandon their customers altogether.

But when you're our customer, you can count on us to honor our commitments—whether we're delivering fuel, installing a new system or servicing your equipment. And if you ever need emergency service, you can be assured that our technicians are here to help you any time—day or night.



Sonny Burch

Karen Smee of Hollywood, a Burch Oil customer for 14 years, can attest to that. “Whenever we've called Burch Oil to repair our system—even if it was snowy or a Sunday—they've always come quickly,” says Karen. “When they say they'll be there, they'll be there—usually within an hour. They're always thorough, professional and friendly, whether they're fixing our system or doing our yearly tune-up.”

I thank Karen and all our loyal customers for their trust in us. We won't let you down!

Warmly,

Sonny Burch, CEO

what's new at your house?

If you're an automatic delivery customer, we use a monitoring system that lets us know when you need more fuel.

The only thing we need you to do is to tell us about any changes in your household that may affect the amount of fuel you use.



what to do if your lose your heat

If you lose your heat, follow these steps before you call us.

1. Check the **fuel level** in your tank.
2. Be sure all **emergency valves or switches** are in their “ON” or start positions.
3. Check **fuses or circuit breakers**.
4. Make sure the **thermostat** is set above room temperature and to heat.
(For warm air systems, if you adjust the thermostat and the fan doesn't go on, this usually means your burner is not igniting.)
5. Press the **reset button** on the burner **ONCE ONLY**.
6. If you still don't get heat, **we're available 24 hours a day, 7 days a week**.



800-479-4120

During business hours, you'll speak with our customer service representatives, *Robin, Missy, Mary Catherine or Pam*. If you call after-hours, you'll speak with *Sandy, Sue, Jill, Amy or Mary*.

Have your account number ready when you call, and we'll be ready to help!

Here are some examples:

- A **new baby** has arrived!
- **Relatives or friends** are living in your home for an extended period.
- You've **extended the living space** in your home by finishing the basement or attic or by building on an addition.
- You have **installed a fireplace** or a wood-burning stove.

By keeping us informed, we can be sure to deliver the right amount of fuel to you at the right time. Thank you!



Heating and Air Conditioning Sales and Service
Indoor Air Quality • Tank Removal and Installation

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✓ no-heat checklist

✓ save \$200 on a water heater

never run out of hot water!

Many families these days need more hot water than an ordinary water heater can provide. More and more of them are choosing an oil-fired water heater from Bock.

Why? Well, for starters, this Bock water heater is the industry leader in energy efficiency, so your water heating costs will be a lot lower. You could save hundreds of dollars a year. Plus, these oil-fired water heaters are fast; on average, they can heat water five times faster than electric units.

Other benefits include the following:

- **First-hour delivery of 180 gallons of hot water.** You'll never run out—even if you have teenagers.
- **Five-year limited warranty.** Your water heater is protected and you have peace of mind.

And when you install a qualifying Bock water heater before May 31st, we'll take \$200 off. Call us today!



SAVE \$200
on an oil-fired water heater

save big on a new system

Today's heating systems are far more efficient than those manufactured just 15 years ago. An energy-efficient furnace from Burch Oil can save a homeowner as much as 30% on their yearly fuel bill—that's hundreds of dollars a year.

Besides the efficiency and savings, you'll also get greater comfort for your family. Plus, the risk of costly breakdowns and repairs is virtually eliminated with your new system.

If your current heating system is outdated, why not upgrade to a new high-efficiency furnace?

Our team of expert installers is highly trained and experienced, so you can be sure your installation will be done right. Plus, our installers will respect your property and clean up thoroughly after the job is done.

Give us a call today for a FREE, no-obligation home comfort evaluation. Also ask us about special financing.



help is available

Need help paying your heating bill? Don't worry. You're not alone. In today's economy, things are tight for lots of folks. Thankfully, help is available, including heating assistance grants and crisis funds.

Here are some organizations you can contact for assistance:

Tri-County Community Action: Charles County, 301-274-4474; Calvert County, 301-870-3370; St. Mary's County, 301-475-5574.

Or log on to www.smtccac.org and click on the link for the Office of Home Energy Programs.

Prince George's County Department of Energy at 301-906-6300.

Or log on to www.princegeorgescountymd.gov/index.asp and type "energy assistance" in the keyword search box.

If you're having trouble keeping up with your payments, please let us know. We're here to help.

