

# HOME & CASTLE®

For Oil. For Natural Gas. For Value.

Spring 2005 A Newsletter brought to you by Castle Oil Corporation

## 2005 RESIDENTIAL OIL HEAT UPDATE

As recently reported in the news, the price of heating oil is now approaching an all time high and there is great uncertainty with respect to future prices. At Castle, we are not happy about this. We are a "middleman" in the distribution chain and we derive no benefit from passing extra costs along to you.

On a positive note, you should be aware that, adjusted for inflation, the price of heating oil is actually less than it was in 1980! In fact, oil heat has been a better buy than gas heat for 11 of the past 12 winters. World politics, weather conditions and investors' activities will ultimately determine the direction of future oil prices. Fortunately, heating oil is a fuel that comes with a host of value-added services to help you get the most from every gallon.

When buying heating fuel for your home, unlike gasoline for your car, you should consider more than price. The quality of the product and value added services are not the same among discount and full service dealers. Your most important consideration should be to make sure you have access to a reliable and constant supply of fuel. Castle has excellent distribution sources and more than 30 million gallons of on-site storage supply. Next, you want to do business with an established company with a solid track record of dependability. Our team of over 300 highly trained fuel oil drivers, service technicians and customer care professionals are dedicated to helping you. We are available to respond to your needs, day or night, all year long.

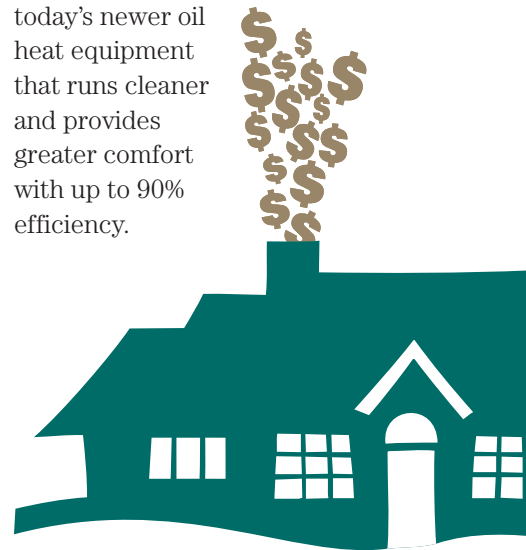
Despite the rising price of fuel oil, we continue to make an investment back into our company in order to help you, our valued customer. Recently, we successfully implemented programs designed to reinforce our mission — to be the local energy company that customers trust most for their comfort and service needs. Our customer service, driver safety and equipment training programs are designed to provide comfort, safety, security and happiness through the products and services we sell.

We appreciate your business and we look forward to continuing to serve you.

Carla Romita  
Senior Vice President

## IS OLD EQUIPMENT SENDING YOUR MONEY UP THE CHIMNEY?

Heating systems using older technologies are often poorly insulated and have low efficiency ratings, as much as 40% lower than today's technology. That means they use more oil and run longer than today's newer oil heat equipment that runs cleaner and provides greater comfort with up to 90% efficiency.



New equipment increases the value of your home and our Castle equipment specialist can prepare a proposal with an estimate of anticipated energy cost savings.

Cold showers are tough to take, even on summer mornings. If you are experiencing too little hot water, let us evaluate your hot water heater. A new oil-fired hot water heater can give you virtually FREE hot water all year long.

So if you are thinking about installing a new system or replacing part of your older system, call Robert Weiner, Sales Manager at 914.381.6692 or 914.760.6830.

## SPRING MAINTENANCE TIPS TO ENHANCE YOUR OIL HEAT SYSTEM

Now that spring has arrived, here are some maintenance activities you can undertake to make you feel more comfortable in your home, protect your investment and possibly reduce your operating costs next season.

- ▶ Vacuum clean your oil heat system every 12 months to enhance operating efficiency. Check your maintenance ticket to see if it's been more than 12 months since your last cleaning or tune-up. If needed, call Castle Customer Care to schedule an appointment for this service before Labor Day.
- ▶ Consider installing a boiler modulating control — it could cut consumption by up to 15%. Operating a boiler at a constant temperature wastes fuel.
- ▶ Install a humidifier. It regulates moisture content and may save you up to 10% in home heating costs. Also consider buying broad leaf plants. They add moisture to your home and increase humidity, thereby reducing heating demand.
- ▶ Change your air filters every six months. Dirty air filters block air flow and waste fuel by up to 5%.
- ▶ Install an automatic setback thermostat. You could save up to 10% in fuel consumption.
- ▶ Insulate duct work and heating pipes in unheated rooms. It could reduce your fuel costs by 5 to 10%.
- ▶ If your oil heat system is more than 15 years old, call Castle and request a free safety audit and heating system analysis.

## CUSTOMER APPRECIATION WINNER TO BE SELECTED ON APRIL 15

Many of you are recommending Castle to their family, friends and neighbors. As our way of saying thanks, we provide a \$100 fuel oil credit to each active customer for their referral after the new account has met minimum consumption requirements.



This year, as an extra reward for these active endorsements, we have entered those existing customers into our 2005 customer appreciation program. The winner of the trip for two to Las Vegas (\$2,000 value) will be selected on April 15. There's still time for you to submit your referrals. Just call 914.333.2400 or send an email to [info@castle.us](mailto:info@castle.us).

## AIR CONDITIONING PRE-SEASON TUNE-UP

With the cold winter we've had, chances are that you haven't yet thought about the warm days of summer that lie ahead. But you can be sure that the heat and humidity will be back. That's why now is an excellent time to have Castle help you maintain your cooling system.

We'll check over every major component on your system, from the condenser to the compressor and thermostat. We'll perform routine maintenance and check carefully for leaks. Should your system need any repairs, we'll give you a complete breakdown of the problem and an estimate of the repair costs. Call now to schedule your appointment before the summer rush.



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