

# HOME & CASTLE®

For Oil. For Natural Gas. For Value.

Summer 2005 A Newsletter brought to you by Castle Oil Corporation

## DEAR VALUED CUSTOMER,

Now that we have completed the heating season, I want to take this opportunity to thank you for being a Castle customer. As a leading full service company, we do more than sell oil, we deliver value to homeowners through automatic deliveries to ensure a reliable, steady source of supply, heating equipment service repair, boiler/burner upgrades and storage tank removal.

As the largest independent fuel oil and natural gas distributor in the New York City area, we appreciate being your trusted energy provider and look forward to providing you with greater value and customer service offerings in the future. As we enter the summer season, here are some ideas to consider right now.

**Annual Cleaning** — If you're on one of our residential service plans, I encourage you to call our office and make an appointment before July 1 to schedule your annual cleaning and inspection.

**Equipment Upgrades** — If you're not satisfied with the efficiency or performance of your oil heat system, now is the best time to call us for a free consultation at your home with one of our residential oil heat systems specialists. You'll receive an efficiency test report and written estimate that explains the installation process and all related costs.

**Air Conditioning** — If you have an air conditioning system and want some assistance with a professional tune-up, call our customer care office. We'll check over every major component on your system, from the condenser to the compressor and thermostat. We'll lubricate the motor, replace your air filter and adjust the belts, if necessary. If your system needs freon, we'll refill it with up to three pounds. If the system needs more, we'll check carefully for leaks. Should your system need any major repairs, we'll give you a complete breakdown of the problem and an estimate of the repair costs.

**Tanks and Insurance** — If you're concerned about your underground tank, call us and we'll assist you with the process of tank testing, replacement or removal. If you're interested in tank insurance, we can arrange that for you.

Have a safe and enjoyable summer.

Carla Romita

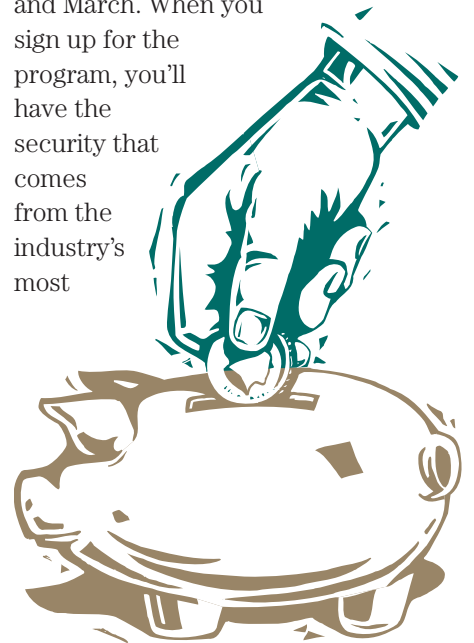
Senior Vice President

## CASTLE'S BUDGET PROGRAM

If you're worried about managing seasonal fluctuations in your heating and service costs, call Castle Customer Care. Now you can have it your way, every month of the year, with Castle's Budget Program.

The budget program smoothes out the seasonal spikes in payments that typically occur between December and March. When you

sign up for the program, you'll have the security that comes from the industry's most



comprehensive package of comfort support services. Castle monitors your home's oil consumption rate against weather conditions to gauge the overall efficiency of your heating system all year long. This enables us to detect and correct system malfunctions quickly and to compensate for changes in demand.

# ENERGY SAVINGS TIPS FOR SUMMER

To enhance your comfort and reduce energy costs in the summer, here are some tips to consider.

- ▶ Close off rooms you don't use and shut the vents inside.
- ▶ Install ceiling fans. They could cut your energy bill by 40%. Add reversing fans for upward airflow that will move warm air down in the winter!
- ▶ Set the thermostat to 78°. Setting it to 72° will increase your cooling costs 12 to 47%.
- ▶ Install a programmable thermostat that will automatically regulate the temperature to your schedule while maximizing your system's efficiency.
- ▶ Keep out the sun with louvers or awnings on outside windows. Close blinds and draperies. Weather strip all doors and windows.
- ▶ Lower the temperature of your water heater from 140° (medium) to 120° (low). You'll save 3-5% in water heating costs for each 10° reduction. Or, consider a timer to turn your water heater off when not in use.
- ▶ Install water-conserving fixtures, such as showerheads, faucets and toilets.
- ▶ Don't keep your refrigerator or freezer too cold. Recommended temperatures are 37° to 40°F for the refrigerator and 5°F for the freezer.
- ▶ Use less water and use cooler water when doing laundry. The warm or cold water setting on your machine will generally do a good job of cleaning your clothes. Switching your temperature setting from hot to warm can cut a load's energy use in half.

## HEATING SYSTEM UPGRADE AND SAFETY INSPECTION

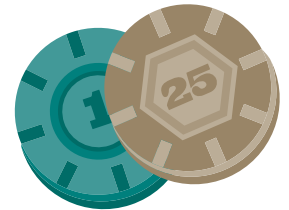
If your heating system is more than 15 years old, and you haven't met with a Castle equipment specialist for a free safety inspection in the last 12 months, call Castle Customer Care today. Schedule your heating system appointment long before the start of the fall heating season. Castle's experienced energy systems professional will provide you



with a written report and cost estimate. You'll understand the work process and the costs of labor and new equipment that may be required. With an upgrade, you'll be more comfortable, burn fewer gallons of fuel and save money, while enhancing the resale value of your home.

## SHARON BRANA WINS TRIP FOR TWO TO LAS VEGAS

Sharon Brana is the grand prize winner of Castle's 2005 Customer Appreciation Program. She plans to take her trip for two to Las Vegas later this year.



Over 300 automatic delivery customers entered this free drawing for the \$2,000 prize. The program was available to all automatic delivery customers.

## NEW ACCOUNT EXECUTIVE

Peter Del Bene recently joined Castle's Customer Care Team as an Account Executive and is actively working with Castle's residential customers. Del Bene has 20 years of business experience in Westchester County and holds an MBA degree from Iona College, with a concentration in Marketing.



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