

COMFORT CONNECTION

Rest Assured

Fall 2010

UPGRADE HEATING EQUIPMENT. GET A 25% REBATE!

Residential Deliverable Fuels Program Provides Weatherization Assistance.

If you heat your home with an older oil-or-propane-fired boiler or furnace, you may be eligible for a rebate of up to 25% for a maximum of \$2,250 to upgrade your heating system. The Rhode Island Office of Energy Resources, through National Grid's EnergyWise program, is offering incentives to help residents make energy efficiency improvements in their primary residences.

According to Sales Manager Bill Flatley, "For customers with older, less efficient systems, this program is ideal." Flatley added that replacement systems must meet certain efficiency guidelines,

noting that the Trio by PurePro® and Burnham's MPO™ Series boilers have been popular choices among customers seeking affordability, efficiency, and durability.

How can you take advantage of this program?

The first step is to schedule a free home energy assessment by calling 1-888-633-7947. Weatherization measures such as installing a programmable thermostat or replacing a heating system over 15 years old or a water heater over 10 years old may be recommended. If so, contact Bill Flatley, 789-9711, Buckley's Indoor Comfort Specialist for customers who live west of the Bay; or Joe Ashness, 847-4090, who serves customers on the Islands.



FEDERAL TAX CREDITS OFFER ADDITIONAL SAVINGS

December 31, 2010, is the deadline to take advantage of Federal Tax Credits for purchasing energy-efficient products for your home. For an overview of the program that allows for **credits of 30% of cost — up to \$1,500**, visit www.energystar.gov, or contact a Buckley Heating and Cooling Indoor Comfort Specialist to learn about eligible heating, cooling, and water heating products.

\$99 SPECIAL ON SELECT PROGRAMMABLE THERMOSTATS

There's a chill in the air. Act now to save energy. Install a programmable thermostat. Notes Sales Manager Bill Flatley, "Many of our customers who are upgrading their heating and air conditioning equipment are installing a programmable thermostat to reduce energy costs and maximize indoor comfort."

This special pricing is good through December 31, 2010, so call today to schedule an installation.

TO DO LIST FOR WINTER:

- ✓ Schedule automatic oil or propane delivery for added convenience and peace of mind.
- ✓ Schedule a tune-up for your boiler or furnace — if you've burned more than 800 gallons since the last tune-up — for greater efficiency.
- ✓ Purchase a WESROC remote monitoring system to safeguard your home.
- ✓ Purchase a Buckley Service Protection Plan to save money on equipment repairs and maintenance.
- ✓ Sign up for Budget Billing to enjoy more predictable heating and cooling bills.

FIRST YEAR OF MONITORING IS FREE!

Particularly for Seasonal Homes or Extended Vacations, the WESROC is a Must!

Peace of mind is yours when you install a WESROC Remote Temperature and Fuel Monitoring System. For propane and oil tanks, the system monitors fuel levels, ensuring that a home is protected. The WESROC can also monitor the temperatures of up to eight zones of a building, tracking critical changes so prompt action can be taken to prevent freezing pipes and damage.

According to Pat Dumsar, Buckley Heating and Cooling's Service Manager, "The WESROC offers an easy way to prevent property damage and hardship, particularly for customers who own seasonal homes or are away for extended periods of time." If a heating system malfunctions and interior temperatures drop, or if the fuel in a propane or an oil tank reaches a level too low to supply heat, the consequences can be devastating. In such instances,

the WESROC emits a signal and Buckley Heating and Cooling is notified so they can address the problem.

Did you know that when the outdoor temperature is 10 degrees, an unheated house can freeze in just six hours? The result? Freezing pipes can burst, causing extensive water damage to a home and personal property. The loss and expense of repairs can be tremendous. Thankfully, the WESROC prevents such occurrences, monitoring on a 24/7 basis.

REST ASSURED, if a problem is detected, Buckley Heating and Cooling will be ready to help customers safeguard their homes. Act now to maintain your indoor comfort, protect your home, and enjoy peace of mind. Call Buckley Heating and Cooling, 401.789.9711, to schedule an installation.

COMMITMENT TO CUSTOMERS ENDURES

Late spring and early summer were busy times at Buckley Heating and Cooling as staff helped customers affected by the April floods and the summer heat wave. "The customer praise we have received has been extremely gratifying," notes General Manager Matt Buckley, recalling one customer saying she was very impressed with everyone who dealt with her during this difficult time, especially Customer Service representative Carol Bard and Service technician Jaie Falcone. Said another customer, "the people who answer the phones are phenomenal...pleasant and very helpful every time. I am always happy to get an actual person on the other end of the line."

At Buckley Heating and Cooling, despite changing times, our customers' peace of mind remains our greatest priority. Since 1919, we have continued making a difference by providing residential and commercial customers comfort solutions, quality workmanship, and superior service. Committed to exceeding customer expectations, we provide the following information should customers need to contact us:

Management

- Matt Buckley, General Manager
- Patrick Dumsar, Service
- Steve Burrows, Propane/Oil Delivery
- Bill Flatley, Sales
- Jessica Barron, Finance
- Adam McNeil, Customer Service
- Diana Perla, Human Resources

Sales

- Bill Flatley, Equipment, West Bay
- Joe Ashness, Equipment, East Bay
- Steve Maciel, Propane/Oil, West Bay
- Bill Peterson, Propane/Oil, East Bay

PREVENT THE HARDSHIP AND EXPENSE OF OIL LEAKS!

Save 10% on a New Above-Ground Oil Line.

Do you live in an older home with an oil-fired heating system? Chances are your underground oil line is unprotected, which means it is exposed to soil or concrete and water that can cause a chemical reaction which corrodes the line and results in leaks — serious, costly leaks. The shifting or settling of a home's foundation, basement floor, or the soil that supports a delivery line can also damage lines. Again, these unprotected lines can lead to serious environmental and property damage, and potential health hazards.

Unfortunately, such losses are seldom covered by homeowner's insurance, so the best action is to safeguard lines today for just a few hundred dollars rather than deal with the significant family disruption and thousands of dollars for remediation in the future.

With customer's safety in mind, Buckley Heating and Cooling is offering a 10% discount on the installation of a new above-ground oil line. Safeguard your home, your family, and your finances. Call Buckley Heating and Cooling to schedule an inspection.

Earn \$5 in Buckley Bucks

Take advantage of Buckley Heating and Cooling's online payment and propane and oil delivery scheduling services. From **November 1 to December 31, 2010**, earn \$5 when you make a payment or place an order (one reward per customer). Go to www.buckleyhc.com and click "Pay Online" or go to "Click Here to Schedule a Delivery." Buckley makes it easy for customers to save money and maximize indoor comfort!

SAVE 15% ON KING KOOKER® PRODUCTS!

If you love outdoor cooking then explore the selection of King Kooker® outdoor cooking products at Buckley Heating and Cooling's Middletown showroom. A trusted name in Outdoor Cooking for 31 years, King Kooker offers great ways to boil, deep fry, grill, smoke, fry, and steam your favorite foods. Why not try something new this Thanksgiving? Pick up a King Kooker fryer for a succulent deep-fried turkey. Visit Buckley's Middletown showroom, today!
Sale prices effective through December 31, 2010.

REWARDS FOR BUCKLEY CUSTOMERS

- ✓ Loyalty Points – earn one point for every gallon of fuel you purchase and use toward service or new equipment.
- ✓ Credit for Referrals - refer a friend who opens an automatic oil or propane delivery account and receive a \$50 credit toward your next bill.

Committed to making a difference by providing residential and commercial customers comfort solutions, quality workmanship and superior customer service - exceeding their expectations for value and peace of mind.

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