

# From Our Family To Yours

## A MESSAGE FROM THE OPERATIONS MANAGER



Welcome to another Fall/Winter newsletter from your friends at ckSmithSuperior! This letter brings to you several energy

saving tips, an opportunity to win an iPad Pro and even a recipe for gingerbread (one of my favorites!).

The current predictions from the forecasters for this winter are showing a much different winter than last year. We are expecting to see colder than normal temperatures and frequent snow storms. With that being said we would like to remind everyone to keep a path cleared for your delivery man and keep your oil and propane tanks accessible. This will help us ensure we can always provide you with the prompt deliveries and service you are accustomed to receiving.

Now that the colder temperatures are here you may have noticed you are burning more oil. If you are not on automatic delivery this means you will need to check your fuel gauge more often. Let us at ckSmithSuperior take the worry away from you. By signing up for automatic delivery we can ensure you will not run out of oil when you need it most. With 20 delivery trucks on the road during the winter season we ensure your oil deliveries are seamless.

With the holidays upon us we would like to give thanks to all our customers that have entrusted us to keep their homes warm and worry free. You can rest easy knowing that our 40 plus technicians and delivery drivers are ready to meet the demands of the winter season and keep our customers' homes warm and happy.

From all of us at ckSmithSuperior we would like to wish you the Happiest of Holiday Seasons!

— David Martin.

### Winter Outlook



Source: Accuweather.com

After the warm winter we experienced last year it's looking like we're going to have a return of old man winter. For a while forecasters were predicting a La Nina, the opposite of last year's El Nino. It is common for a La Nina to follow an El Nino, however that is not always the case. Heading into September it looked as though the La Nina had fizzled out, but the cold weather prediction that go along with La Nina have stuck. As of right now we are looking for a December, January, and February with colder than usual temperatures. As for storms it is looking like we'll have frequent storms but they might not be as heavy hitting each time like we saw in 2015. Keep an eye on your email as we'll be sending out email blasts when snow and cold weather is approaching.

### Still dialing in your heat?



As we head into what is predicted to be another cold winter, we'd like to highlight a very useful and sometimes very regulated device in your home, your thermostat. The thermostat of course controls the temperature of your home and by extension how much fuel you burn throughout the heating system. If your home still has the traditional dial thermostat you may be missing out on some home comfort and some energy savings.

Programmable thermostats allow you to set fixed temperatures for specific times of the day. You could wake up to a warm home after a night of reduced heat and come home to a warm home as well, while reducing the temperature while at work. Give us a call and ask about a programmable thermostat.

# Automatic Delivery

If forecasters are correct and we see a cold and snowy winter, our will call customers will need to be more vigilant about monitoring their tank gauges to prevent against run outs. The average home in Central Mass uses 6 gallons a day of oil to heat your home. The average tank in our customer's homes is a 275 gallon tank where 255 gallons is measured as full to account for air pressure and other factors. That means that on average a full tank will last you 42 days, we recommend that you schedule each of your deliveries at 1/4 of a tank. This means that those monitoring your tanks will check their tank gauge several times a month before scheduling a delivery.

Automatic delivery removes the need to check your tank gauge during the winter months. As an automatic customer we will look over your annual usage, consider the number of people in your home, the size of your home, and the average temperature of the past few winters to predict when you will need your next delivery. We constantly monitor the temperature and adjust your next delivery to ensure that we make a timely delivery.

If you are interested in making less trips to look at your tank gauge or want to take something off your mind then give us a call and ask about joining our automatic delivery service.



## Tips to Save on Energy

With a colder winter in the forecast we felt now would be a good time to revisit some tips to keep your home warm this winter while saving on your energy bills. During the winter months of course we use our heating system more, from oil or propane bills to electric bills with space heaters, it's important to try to keep our energy bills manageable.

First we'll cover the things that you shouldn't do to stay warm; heating equipment like a furnace, boiler, space heater, fireplace insert, and a regular fireplace should be the only ways that you keep yourself warm throughout the winter. You should never use a range, cooktop, or oven to keep yourself or your home warm, these are fire hazards and usually use more electricity than you'll save from using your heating system.

Space heaters can be used to give you some additional warmth during the cold months but, as a safety precaution, they should be set several feet from your bed to avoid your bedding. The same applies to flammable objects in proximity to fireplace inserts and room heaters, all flammable objects should remain several feet away from heaters.

There are some things that you can do to keep your home warm longer; during the day keep your shades and blinds open to let in the sun's warmth into your home. Make sure to close your blinds when you come home to trap in the warmth.

Programmable thermostats are a great way to manage the temperature in your home. You can set temperatures for certain times throughout the day to heat your home to preset temperatures. Examples are a half hour before you get up until you leave for work and a half hour before you arrive home until you go to bed. One thing to keep in mind is the greater the range between temps the more fuel and energy your heating system will use to get back up to temperature. We recommend that you don't set your thermostat below 70 degrees during freezing temperatures. On the coldest and windiest of nights your pipes can freeze even when it's 65 degrees in your home (depends on the heat loss level of your home).

# Propane Delivery & Service

Over the past few years we have greatly increased the amount of customers that have propane as either a supplemental fuel or as their primary fuel source. One of the most popular ways that we see propane being used is for space heat. Propane can be used for a wide range of other applications to help you stay comfortable throughout the year.

While most of us would associate propane with the sounds and smells of the summer and a grill, propane is an excellent source of fuel to heat your home. Propane boilers and furnaces enjoy AFUE or annual fuel utilization efficiency ratings in the 90s, making them some of the most efficient heating systems on the market. Another great use for propane is heating your homes water supply. A propane fired tankless water heater supplies on-demand hot water, that doesn't sit in a tank or require re-heating. For existing oil customers who add propane, you can enjoy a dual fuel discount by having both oil and propane with ckSmithSuperior. Call us to set up a free propane estimate!



## Recipe

### Old Fashioned Gingerbread

- 1/2 Cup White Sugar
- 1/2 Cup Butter
- 1 egg
- 1 Cup Molasses
- 2 1/2 Cups All-Purpose Flour
- 1 1/2 Teaspoons Baking Soda
- 1 Teaspoon Ground Cinnamon
- 1 Teaspoon Ground Ginger
- 1/2 Teaspoon Ground Cloves
- 1/2 Teaspoon Salt
- 1 Cup Hot Water



1. Preheat oven to 350 degrees F (175 degrees C). Grease and flour a 9-inch square pan.
2. In a large bowl, cream together the sugar and butter. Beat in the egg, and mix in the molasses.
3. In a bowl, sift together the flour, baking soda, salt, cinnamon, ginger, and cloves. Blend into the
4. Bake 1 hour in the preheated oven, until a knife inserted in the center comes out clean. Allow to cool in pan before serving.

creamed mixture. Stir in the hot water. Pour into the prepared pan.

## Win!



Just in time for the Holidays, you could win a 9.7" iPad Pro, a perfect gift for yourself or a family member. We value your feedback. To be entered into our Winter newsletter contest for a chance to win, please email [info@cksmithsuperior.com](mailto:info@cksmithsuperior.com) and share your most recent customer service experience with us. Please use "iPad Pro" as the subject line.

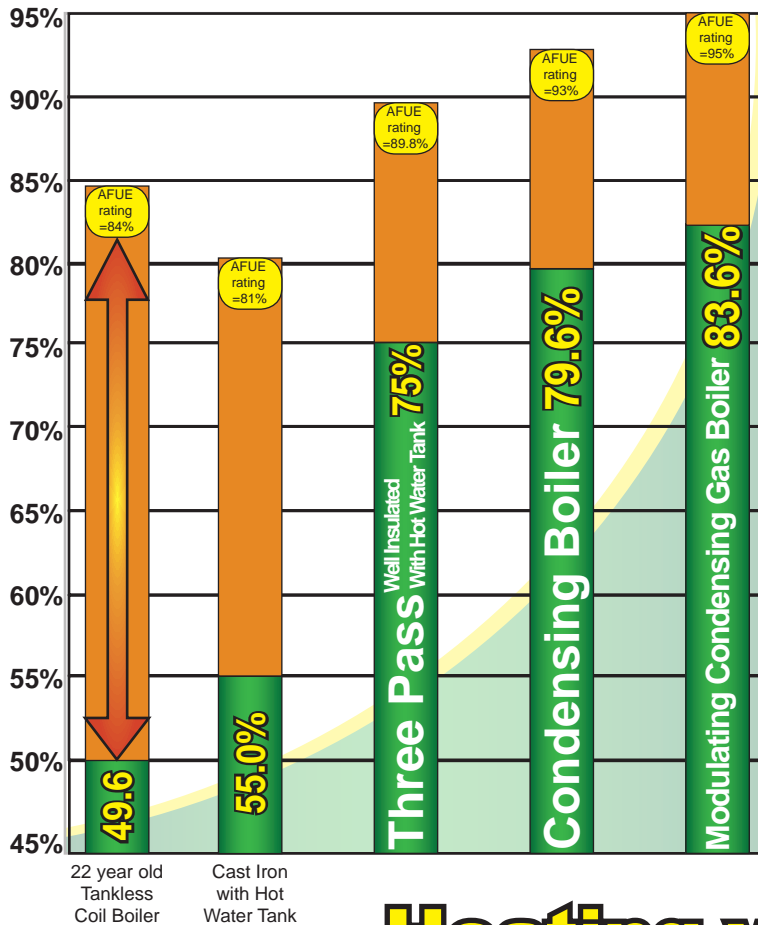
To qualify, all **entries** must be received by December 21, 2016.

**We look forward to receiving your entry. GOOD LUCK!**

**Winner will be chosen and posted on our website:**  
[www.ckSmithSuperior.com](http://www.ckSmithSuperior.com)

# Equipment Efficiency

## Upgrade to a Modern Heating System and Enjoy a More Efficiently Heated Home this Winter



Like all technology we have today, it keeps getting better and better. This is the same for heating systems and burners. Modern heating equipment can outperform older heating systems while using less oil or propane, saving you money. The benefits don't end there, another benefit of a modern heating system are heating zones. With heating zones you can adjust the temperature of one area of your home without having it effect another area. This could be used to heat the first floor of your home without heating the upstairs as much until you go to bed upstairs. This process can be done through programmable thermostats for each zone.

It is important to have preventative maintenance done on your system once a year or after 1200 gallons burned of oil; this helps to keep small issues from becoming larger ones but it also keeps the AFUE or annual fuel utilization efficiency as close to the manufacturer specifications. As your heating system ages its AFUE rating decreases, most older systems have an AFUE rating in the 60's or lower. A modern heating system that we recommend usually can range with an AFUE rating between 85-90.

Older systems also have a lot more heat loss through other factors such as idle loss, where your boiler is heating up or maintaining water temperatures. Exhaust or draft loss is another form of heat loss that many modern heating systems avoid. Call for a free estimate on heating equipment and ask about 0% financing.

## Heating your Water

One of the most important and expensive pieces of equipment in your home is your water heater! Water heaters can account for almost 25% of your home's energy consumption, making this a very important piece of equipment that shouldn't be neglected. We recommend that you replace your water heater every 7-9 years, this time frame can vary based on use and the level to which it was maintained. If you are in need of a new water heater you have several options.

The most popular is the storage tank water heater. This can range from 30 gallon to over 100 gallon capacity and can operate directly or indirectly. The larger tanks will accommodate for more people in your home and more appliances using hot water, like dishwashers and washing machines. An indirect storage tank is heated through the boiler, this requires your boiler to get up to temperature to heat the water properly. A direct fired water heater can be heated by propane, oil, or natural gas and has it's own burner. These types of water heaters are traditionally the most energy efficient. Energy efficiency is also dependant on the insulation of the water heater itself, the better it is insulated the longer the water inside the tank will stay hot.



On-demand water heaters heat your water on the spot. These are usually referred to as tankless water heaters due to there not being a tank for the water. A tankless water heater can be heated by propane or natural gas, or oil if a tankless coil is installed in your boiler. While these water heaters heat water only when called upon, they do not perform as well if more than one person or appliance is calling for hot water. They are excellent for 1-2 person homes while storage tank water heaters provide the best value for larger families.

Call today for a free estimate on a water heater or to see if you could benefit from a more energy efficient water heater.

# Driver and Tech Training

Our drivers are a key part of our success, without them we wouldn't be able to get the fuel needed to keep your home comfortable. That is why we make sure that all of our drivers are properly trained and certified. It is important that our drivers operate in a safe manner to maintain the safety and well being of the community. Over the past year, our drivers have taken part in defensive driving courses as well as online safety training. A popular training tool that you might have seen is a large driving simulator of an oil truck through a town. While most of us would use this as a joy ride through a virtual town, our drivers used this to complete a set number of tasks in a set amount of time. As our trucks are always visible on the roads it is important that they always follow the rules of the road and keep the safety of others in mind at all times.



When cold temperatures cause a problem in your home like frozen pipes, heating system failures, and many more issues associated with your heating system our highly trained service technicians are always available to help you. As we outlined in the equipment section keeping your system maintained is important to keeping your energy bills affordable during the winter months. It is also important to find and address small issues before they become bigger more expensive issues. When a technician comes to your home for preventative maintenance and notices other issues, that may not create an immediate issue or disrupt

your heating systems' performance, it is important to know the issue over time may worsen. Our technicians are trained to be on the lookout for unsafe system conditions and to alert you of any repairs that may be necessary now or in the near future.

## The Better Business Bureau

CKSMITHSUPERIOR

Submit a review

Overview

Reviews & Complaints

Request a Quote

BBB Accreditation

(508) 753-1475

ckSmithSuperior  
123 years in business  
99 Crescent St.  
Worcester, MA 01605-2406

EMAIL

WEBSITE

Find a Location

BBB File Opened: 1/01/1980  
Business Started: 1/01/1893

Type of Entity  
Corporation

### Overview

A family owned and operated company serving the Worcester area for over 100 years as a one-stop shop for every home comfort need, including home heating oil & propane delivery, equipment installation, heating & air conditioning service, & plumbing.



CKSMITHSUPERIOR

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The BBB is a great place to research a company that you're interested in doing business with. It is also a great place to have an open dialogue with a company you may not be having a great experience with. The BBB gives a company a grade similar to those we got in school, A through F. Businesses that have an A+ have earned this rating through engaging with their customers, delivering on promised services that they have advertised, following the BBB's rules for advertising, following up with customers questions or complaints, not having complaints for a certain period of time. We are proud of our A+ rating but would like to get some more feedback from our customers on our BBB page. Please give us a review on our BBB Page by visiting [www.cksmithsuperior.com](http://www.cksmithsuperior.com), listed below the BBB logo is a link that reads, "Click here for the BBB Reviews" click and submit a review.



99 Crescent Street Worcester, MA 01605

# Winter Office Hours

November 7, 2016 - April 30, 2017

Monday thru Friday  
8:00 am – 5:00 pm

Saturday  
8:00 am - 12:00 pm

**Don't forget, we continuously maintain 24/7 Emergency Heating Service Coverage YEAR ROUND!**

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