

From Our Family To Yours

A MESSAGE FROM THE GENERAL MANAGER



We hope you are enjoying your Summer thus far. We have several educational topics to discuss in this year's Summer Newsletter. In this issue we are happy to announce two new product releases, including

our new mobile app & tank monitors for propane. Our tank monitors offer unprecedented convenience and peace of mind using cellular technology to ensure your tank always has enough propane, while our new app allows you the ability to order fuel, review your payment and/or delivery history or make a payment from the convenience of your mobile phone. We are excited to offer these new products and features and hope you find them as beneficial as we think you will.

On the educational front, we share a great deal of information about today's heating oil properties, its benefits, and how the new changes in fuel impact your household. We continue to see an increasing

number of aged oil storage tanks out there and we want to make sure we are doing our best to communicate to you what you should be looking for to identify any potential hazards. Remember that we offer Tank Trays that we can install to fit directly under your oil storage tank and can help mitigate a small oil leak from becoming a bigger issue. We have seen it help many of our customers avoid a potentially disastrous situation by aiding in early leak detection as they were able to see or smell the leak before it became a hazardous situation.

This is the best time of year to call us to perform your annual preventative maintenance on your heating system as our technicians will have the time to go through your system thoroughly to ensure your system is operating at peak performance while taking the time to look for signs of corrosion on any water related parts of your heating system and/or oil storage tank. Remember, a Preventative Maintenance is free of charge when you have one of our Service Plans.

We hope you enjoy this rendition of our newsletter & your Summer!

— *Anthony Santoro Jr.*

Upgrade to Modern Equipment

- ✓ Boilers
- ✓ Air Conditioning
- ✓ Furnaces
- ✓ Water Heaters
- ✓ Oil Tanks
- ✓ Generators

You the know the saying if it isn't broken don't fix it? This is a pretty tired and true statement, usually when we mess with things that are working fine we ended up making them worse. This however isn't the case for equipment installed by ckSmithSuperior. If you have a heating system that is more than 20 years old you should look into getting it replaced, even if it appears to be running fine. Heating equipment has gotten extremely efficient over the years. This means you could burn less fuel over the winter while maintaining the same or greater level of warmth. Our expert install team is waiting to make your next winter your most efficient, give us a call to schedule a free estimate today!

Best of Central Mass



This past Fall the Worcester Telegram and Gazette ran their Best of Central Mass awards. Last year we were delighted to win the Best of Central Mass award for Heating and Cooling.

This year we were once again up for best heating and cooling company. Thanks to all of our dedicated customers we have now won the award for 3 consecutive years. Thank you all who voted for us! We appreciate you recognizing our efforts to serve your needs quickly and efficiently. Our goal is always 100% customer satisfaction, this award is our reward from you to know what we are doing our jobs well, thank you!

End of Season Delivery Tank Enclosures



You may have noticed a delivery in April or May, this is referred to as an End of Season Delivery or a Delivery designed to top off your tank for the Summer. There is a good reason for us doing this, it's very

bad for a little fuel to sit in your tank all summer long. Think of when you start your lawn mower for the first time after the winter, usually takes a couple of tries to restart the motor. This happens because sediment settles to the bottom of the tank and gets thrown around when it fires up for the first time. The exact same thing happens to your fuel oil over the Summer, in some cases it may be worse for your oil tank. As we'll cover in another part of the newsletter the new type of heating oil has less sulfur. This makes the fuel better for the environment, but it holds water that naturally occurs in your tank from condensation. This can lead to issues down the road, to help combat that, we aim to have less room in your tank for the water to develop and also add additives to help stabilize the fuel quality.



Oil tanks as we've discussed are one of the most important parts of your home heating system. However oil tanks are mostly forgotten usually stuck in the corner of the basement or outside of your home. In some cases tanks are completely enclosed either outside or in the basement. In regards to

aesthetics of your home, it may make sense to enclose your oil tank. However having a tank fully enclosed without any way to access it, is extremely dangerous as we cannot detect any issues developing with your tank, such as early leak detection. It is extremely important for us to visually inspect the tank during service calls and Preventative Maintenance. If the tank is fully enclosed we cannot see if there is any kind of oil spill, whether it be a small leak or a complete failure waiting to happen. Plus in the event that the tank needs to be replaced, we will need to completely remove the enclosure to gain access to the tank which can create more cost for removal.

Recipe

Spicy Lemon Chicken Kabobs

1/4 cup lemon juice
4 tablespoons olive oil, divided
3 tablespoons white wine
1-1/2 teaspoons crushed red pepper flakes
1 teaspoon minced fresh rosemary or 1/4 teaspoon dried rosemary, crushed
1-1/2 pounds boneless skinless chicken breasts, cut into 1-inch cubes
2 medium lemons, halved
Minced chives

covered, over medium heat until no longer pink, turning once, 10-12 minutes.

3. Place lemons on grill, cut side down. Grill until lightly browned, 8-10 minutes. Squeeze lemon halves over chicken. Drizzle with remaining oil; sprinkle with chives.

1. In a large shallow dish, combine lemon juice, 3 tablespoons oil, wine, pepper flakes and rosemary. Add chicken and turn to coat. Refrigerate up to 3 hours.



2. Drain chicken, discarding marinade. Thread chicken onto six metal or soaked wooden skewers. Grill,



We will be giving away a brand new 10.5" iPad Air 64GB. To be entered into our Summer newsletter contest for a chance to win, please email promotions@ckSmithSuperior.com and share your most recent customer service experience with us. Please use "iPad Air" as the subject line.

To qualify, all **entries** must be received by August 12, 2019.

We look forward to receiving your entry. GOOD LUCK!

**Winner will be chosen and posted on our website:
www.ckSmithSuperior.com**

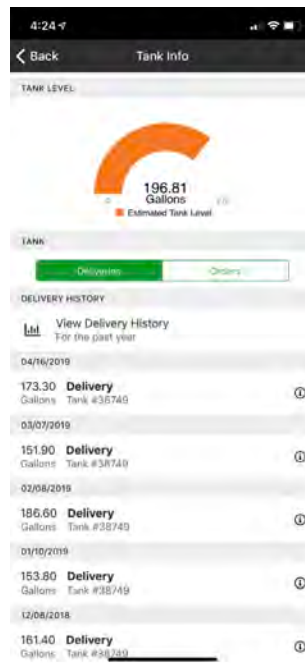
Staff Training

Each day our drivers bring you oil and propane to fuel your homes and heat your hot water, or in the case of propane cook your food, dry your clothes, heat your pools, and much more. While our techs make sure that your heating and cooling equipment is working up to it's highest efficiency and in the situations where an issue arises, fix the issue as quickly and effectively as possible. The techs also do an excellent job when it comes to installing boilers, furnaces, central air conditioners, and mini-split air conditioners.

Technology in the field is constantly improving so we make sure we do our best to keep our team informed of the latest and greatest trends in the industry so we are best prepared to serve you better. Some of the recent trainings that some of the staff have completed are; Lennox Build-a-tech program which is a 4 week course focused on AC and Gas fundamentals, Cool Smart AC course, Riello Oil Burner Fundamentals and an Electrical and Wiring training, and CETP Propane Safety Training.



Mobile App



As we discussed in the Fall newsletter a new mobile app to access your account information, make deliveries, order fuel, and much more was in development. We are proud to announce that the ckSmithSuperior App is now available in the Google Play and Apple App stores.

To download the app simply go to your phone's app store and search ckSmithSuperior. You should see something similar to the image to the left. You'll need to click on the listing for ckSmithSuperior and then click install. It should begin to download right away, we recommend you be on a Wi-Fi network when downloading the app.

Once installed you will be able to access your account information, from your delivery history to your service history, you'll be able to request deliveries and even pay any existing balances.

Propane Tank Monitors

If you are a propane customer, you know that some of the various propane appliances can vary greatly in terms of fuel consumption; fireplaces, pool heaters, space heaters, log sets, & generators come to mind as some appliances that have a high degree of variance in terms of propane usage. We are offering a solution to those of you that want automatic delivery for one of these propane use types. Never worry about how much propane is in your tank, or when you should schedule your next delivery with our Propane Tank Monitor.

We now can offer all qualified customers, the convenience of automatic delivery when you get a Propane Tank Monitor installed. Never worry about running out of fuel again or having to pay a leak check fee, as we can set up custom delivery triggers according to your daily usage and tank size so you can enjoy peace of mind. Some of the benefits offered by our service:

- Convenient installation and setup
- Annual fee includes warranty with free replacement or battery upgrades if and when needed
- Uses cellular technology for signal
- Peace of Mind that you will never run out or receive a needless fuel delivery

Call us today for pricing information or to schedule your installation.



Ultra Low Sulfur Diesel Fuel (ULSD)

Similar to the cars we drive today, the tv shows we watch, the houses we live in, the heating oil you have in your house is not the heating oil of the past. Today's home heating oil is better for the environment by being an ultra low sulfur diesel fuel (ULSD). The entire country made the switch over to ULSD in 2018 per a Federal mandate. The difference between ULSD and the previous fuel, Low Sulfur Diesel (LSD), is a switch from 500 ppm (part per million) to 15ppm, a reduction in the sulfur content. This can reduce the overall emissions of your heating oil by 70 percent while allowing your heating equipment to run cleaner, reducing your overall maintenance costs.

In the spirit of being transparent, we would like to address some of the issues that ULSD presents in comparison to the heating oil that it replaced (LSD). First and foremost ULSD is now universally delivered throughout the United States, all retail fuel companies can only purchase the 15 PPM ULSD, the old product, LSD, is no longer available from wholesalers. ULSD retains water more than the previous version of heating oil. Water occurs naturally in your oil tank, usually coming in through the vent pipe due to air conditions and changes in temperature or develops from condensation. The ULSD heating oil and the water that is present in your tank eventually separate with the water sinking to the bottom as water is heavier than heating oil. This creates a perfect environment for microbes to grow in the bottom of your tank, which can lead to damage to your oil tank and eventual failure. This issue can worsen with a top or side fed steel tank, while Roth or other double insulated tanks are less susceptible to water damage. Due to the feed in a top-fed tank not going all the way down to the bottom and the pitch on a side fed tank, a substantial pocket of

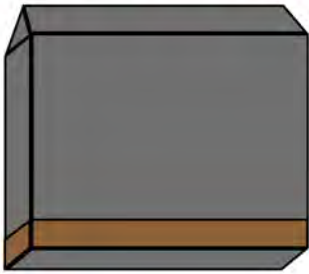
water can develop. It is extremely important to have your preventative maintenance done each year. This service is included with our service plans. During the Preventative Maintenance our tech will look over your tank and check to see if there is any water that has settled in your tank. We will drain the water from the tank during this service as well.

If you are a will call customer, we advise you to schedule an end of season delivery, the benefits of this can be found on the page to your left. We advise to never let your tank go below 1/8 full.

Ultra Low Sulfur Diesel

vs

Standard #2 Heating Oil



Fuel Additives

With Ultra Low Sulfur Diesel (ULSD) and the increased likelihood of water issues in the tank, we do our best to combat this issue so you don't have to think about it. One of the ways that we do this is by blending an additive into the heating oil. This additive is called HeatDoc and it helps to reduce the amount of sediment that is found at the bottom of your tank. Over time different sediment settles to the bottom of your oil tank, due to the way your tank is designed this sediment usually just sits there. If some does get to your oil line, the tank filter makes sure that it doesn't get to the burner. This is another reason Preventative Maintenance is so important, we clean out and replace your oil filter to ensure nothing interrupts your heat during the Winter. HeatDoc helps to break up the sediment so only small microparticles get through the filter and simply burn up in your heating system. This has no negative effect on your oil lines, burner, or heating system. The HeatDoc additive also helps protect against tank corrosion, helps with water control and can stabilize the fuel to ensure maximum performance. Please see graph below for more information on how HeatDoc works.



AC

We are in that wonderful transition period in-between the cold of the Winter and the unbearable heat of the Summer, but both will return, and you can prepare for both this Summer. Mini-split Air Conditioners have come a long way since we first started offering them, from their energy efficiency, quietness, cooling power, connectivity, to adding heat via heat pump technology. Yes, we offer mini-split air conditioners that have heat pumps. These while delivering exceptional cooling during the summer months can add a bit of heat to your home during the Fall and early Winter months. This could help you get that nip out of your home in the Fall without turning on your primary heating system. The most common mini-split ac unit is shown on the left pictured below, it is commonly referred to as a wall mounted unit. In recent years, Fujitsu has introduced other mini-split applications, from ceiling mounted units to cassette units where the unit is almost flush with the ceiling. Call us for a free estimate on a Mini-Split Air Conditioner and ask about a heat pump!

Why Settle for this?



When you can have this!



Types of Oil Leaks



One of the worst things that can happen in your home is a complete oil tank failure, this usually happens once some other kind of leak has been going on for some time. There are some extreme situations where a leak can happen that we'll address first. If for whatever reason you move and detach your oil tank from it's fill and vent pipe, please notify us right away. If we don't know that the tank is no longer at the end of the fill pipe and we make a delivery, all that oil is going to go right into your basement.

The three most common types of leaks are stalactite, weeping, and a drip/steady leak. Stalactite is when oil builds up to form stalactites under your tank, imagine icicles of oil. Weeping usually happens at the seams of the tank, and can be identified by streaks of oil on the sides of the tank. Drip/steady leaks are usually the last step before a complete failure and can be found almost anywhere on the bottom of the tank. The best way to identify an oil leak is discoloration under the tank. This can be more difficult to notice if you have a dirt floor, but much more dangerous and expensive if a leak does happen. It is extremely important for you to regularly check your oil tank to make sure that a leak is not present. If you notice a leak, call us right away so we can advise you on your next steps.



99 Crescent Street Worcester, MA 01605

Office Hours

Memorial Day to Labor Day

Labor Day to Memorial Day

November to March

Monday thru Friday
8:00 am – 4:30 pm

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

Saturday Hours
8:00am to Noon

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