

# HOME & CASTLE®

For Oil. For Natural Gas. For Value.

Winter 2006 A Newsletter brought to you by Castle Oil Corporation

## Dear Valued Customer,

What a beautiful part of the country we live in. As I write to you, I am struck by the stark, pristine beauty of the sparkling winter landscape outside my window. We would like to take the opportunity the New Year presents to thank you, our loyal customers, for your business and your continued trust in us. It is our privilege to serve you and we hope that you will allow us to continue to do so for many years to come.

Some of you have needed Castle's emergency services on the coldest of nights and our expert service staff did not disappoint. Our response time remains one of the lowest in the area with an average of less than two hours on most occasions. Your comfort is our primary concern. We think it is worth it to continue to maintain one of the highest service technician-to-customer ratios in our industry.

Don't be fooled by discounters promising the sun and the moon. During the recent snowstorms, our customer care center was flooded with calls from homeowners desperately requesting deliveries because their "discount" oil suppliers didn't come through for them. Castle customers received their deliveries. Because you know real value when you see it, you remain loyal to Castle season after season. Your comfort is our commitment, now and always.

Happy New Year!  
Warmest regards,

Carla L. Romita,  
Senior Vice President

## NEW SERVICE PLANS

We are pleased to announce the introduction of our newest service plan:

**The Standard Plus Plan.** This new plan covers a periodic burner cleaning and tune up as well as 12 of the parts most likely to fail during normal usage. This plan is perfect for cost conscious customers with newer equipment. Of course, our Premier Plan, Super Value Plan, and Standard Plan are also still available.



## LET IT SNOW

As we experience inclement weather, we ask all customers to help ensure safe and uninterrupted delivery service. Keep your driveway free of snow and ice by clearing a path to your oil tank fill pipe so we can reach it. We remind you that it is the homeowner's responsibility to:

- Mark the fill location with a 3 foot stick and visible tag.
- Label the fill with your name and address if it is located close to a neighbor's property
- Keep pets inside or restrained for deliveries and service calls.

## NO HEAT

Nothing quite compares to waking up in a cold house. If your burner is not operating, don't panic. Taking a few simple steps before calling for service could get you up and running without the expense and delay of a service call.

- Check to see if the Emergency Switch is in the "ON" position.
- Turn up the thermostat to 5 degrees above room temperature.
- Check circuit breakers and fuses to be sure none is tripped or burned out. Reset or replace them.
- Steam System – make sure the water is at the proper level.
- Press the reset button ONCE.

If you're still having trouble with your burner, call customer care at (914) 333-2400 and we'll send out a service technician day or night.

# ENERGY CONSERVATION MEASURES

In his recent address to the nation about the state of the energy markets, the President asked all Americans to begin to conserve energy as much as possible. With this in mind, consider taking some of the following energy saving steps:

- Lower your thermostat to 65 degrees during the day and 62 degrees at night.
- Consider installing a programmable thermostat.
- Close vents in unoccupied rooms to avoid wasting energy.
- Leave window shades and curtains open during the day to help warm the house and close them at night to avoid heat loss.
- Close the flue and cover your fireplace when not in use.
- Move furniture away from baseboards to allow unrestricted air flow and movement of heat into the room.
- Install weather stripping around windows and doors.
- Consider installing thermopane insulated windows.
- Make sure your home has adequate insulation.

Taking only a few of the steps outlined above can conserve energy and reduce your fuel bill this winter.

## WINTER BREAK

College aged children who are home from school, visiting relatives, new babies and additions to your homes increase your fuel consumption. Please let us know immediately if any of the above applies to you so that we can adjust your fuel delivery schedule and avoid having you run out of fuel.

## C.H.E.A.P. Program

The Office of the Westchester County Executive has announced the implementation of the Westchester County Home Energy Assistance Program (C.H.E.A.P.). This program runs from December 1, 2005 through March 31, 2006 and offers a one time payment of \$100 to qualified households. For an application or information on eligibility, call the Westchester Department of Social Services hotline at (914) 995-6759.

## WELCOME YORKTOWN FUEL

We wish to extend a warm welcome to the Castle family to customers joining us from Yorktown Fuel. As Castle customers you will enjoy the same high level of service and reliability our customers have come to know and expect. Please feel free to call our customer care center at (914) 333-2400 or our Sales Manager, Robert Weiner at (914) 381-6692 with any questions you may have about your oil or service account. Thank you for joining us and for your continued business.

## APOLOGY

Recently we have been experiencing difficulties with our phone service on the (914) 333-2400 line. The telephone company promises that the problem has been fixed and we anticipate no further issues. If you experienced problems reaching us, please accept our apologies. Please also feel free to contact your account executive or our sales manager directly if you are experiencing difficulty. Robert Weiner, Sales Manager, can be reached at: (914) 760-6830. Peter DelBene can be reached at: (914) 403-6787. Larry Servedio can be reached at (914) 755-6473.

Castle's website: [www.castle.us](http://www.castle.us) contains information about your account that you can access online. Also, our account executives check their emails several times every day, 7 days a week. Please email Robert at [rweiner@castle.us](mailto:rweiner@castle.us), Peter at [pdelbene@castle.us](mailto:pdelbene@castle.us) or Larry at [lservedio@castle.us](mailto:lservedio@castle.us).



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