



Your source for the latest news, tips, advice and information to help you save energy, money and the environment.

Dear Neighbor,

Thank you for being our customer and counting on us for your home comfort needs throughout this past harsh winter. Spring is finally here and with summer around the corner, this issue of HotTopics has tons of useful information and tips to help you save energy and money in the months ahead.

We've got a great offer for a new AC system, tips on how to ensure your AC runs at peak efficiency this summer, and more about how our SmartPay plan helps you better manage annual energy costs.

Spring and summer also bring more opportunities for us to continue supporting local programs and events.

As you know, we're here to take care of all your home comfort needs, 24/7 – all year, even in the summer! Have any questions about our home comfort services? Please contact me anytime or stop by our office for a cup of coffee.

Everyone here wishes you a wonderful spring and summer!

## Chill out about energy costs and save this summer!

We're not just the company that you know and trust for all of your home comfort needs, you can also count on us to help you make the smartest decisions about energy savings, too. That's why we're sharing our cool AC checklist with you! It will help you decide the AC system that's best for your home and how to maintain it. There's also great tips and rules of thumb to help you stay comfortable and save in the warm weather.

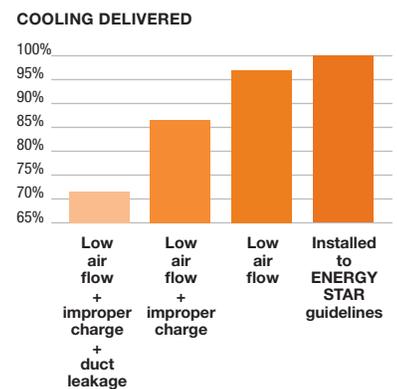
### AC checklist:

✓ **Get the right equipment and get it installed correctly –** Replacing old cooling equipment with a new, energy-efficient model is the best way to save energy costs. But to reach its potential, new equipment must be the right size and properly installed. Improper installation can reduce system efficiency by up to 30% – costing more on utility bills and possibly shortening the life of the equipment (see chart at right).<sup>1</sup>

✓ **Bigger isn't necessarily better –** An AC system that's too large won't keep your home comfortable because of frequent "on/off" cycling. Incorrect sizing can also put stress on system components and shorten the life of equipment.

*continued on page 3*

**Quality installations deliver 100% cooling – problem installations don't.<sup>1</sup>**



# Keep your cool managing annual energy costs with SmartPay.

A big part of our commitment to providing you with the home comfort services you need and deserve, is bringing you smarter and better ways to manage your budget and monthly cashflow, too!

## SmartPay is the smarter way to pay your heating oil bill!

Why not spread your heating costs throughout the year the same way you pay your mortgage, car, cable TV or telephone?

In monthly installments! Our SmartPay plan helps you do just that to avoid any unexpected large payments during winter months and manage your oil costs throughout the year.

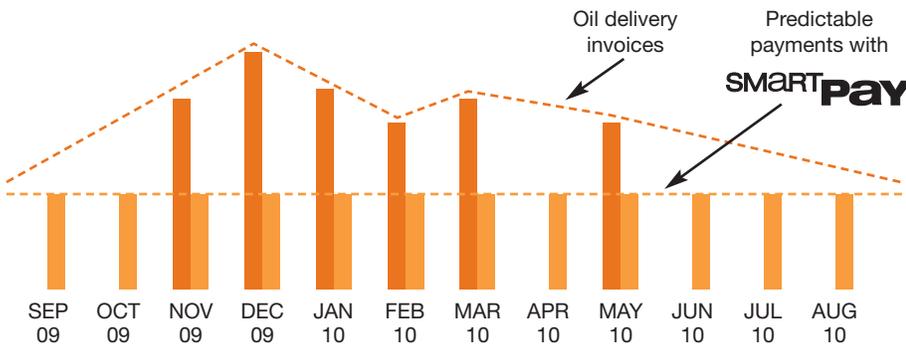
- After a quick analysis of your annual energy costs, we determine a monthly payment for your heating oil bills.\*
- You pay the same amount every month for heating oil throughout the year.
- If you have an overpayment at the end of the year, we credit the account.
- If you have an underpayment, we bill you for the difference.

## Sign up for SmartPay today and see the benefits:

- It's **FREE** – there are no enrollment or sign-up fees, and you can enroll any time.
- Save time and money – payments can be automatically deducted from your checking account, eliminating the need to write checks monthly, spend extra money on postage and lost or misplaced bills.
- Don't worry about expensive, lost or misplaced bills, late fees or looming due dates again.
- Manage your finances more easily – you'll know exactly how much you need to budget every month.

\*Settlement of your account will occur annually and your payment will be adjusted (up or down) based on your balance.

Example of the SmartPay plan for an average customer with 6 oil deliveries over 12 months



## How SmartPay helps our customers:

“The SmartPay plan allows me the convenience and comfort of always knowing what I have to pay for oil each month. I’m also able to charge monthly payments on my credit card and earn reward points that way. So, in a way, it even helped pay for last year’s vacation airfare!”

– LINDA, SMARTPAY CUSTOMER



# Chill out about energy costs and save this summer!

continued from page 1



## AC checklist:

✓ **Change filters regularly** – Check filters monthly, especially during heavy use months. If it looks dirty after a month, change it. At a minimum, change filters every 3 months to improve efficiency and air quality.<sup>1</sup>



✓ **Tune up equipment** – Take care of problems BEFORE they happen by scheduling an off-season tune-up – before it gets too hot!<sup>1</sup>



✓ **Install a programmable thermostat** – One of the cheapest and easiest ways to save up to \$180 in energy costs and reduce your home's carbon footprint is to automatically heat and cool your home while at work or sleeping.<sup>1</sup>

✓ **Clear areas around systems or units** – Remove leaves and other debris from around system components to improve air flow.<sup>1</sup>

✓ **Seal ducts properly** – If ducts are leaky, more than 20% of the air moving through the system is leaking into spaces you do not want cooled.<sup>1</sup> Our service technicians test the leakage rate and use duct sealant, a metal-backed tape, or aerosol sealant, to seal duct seams and connections.

✓ **Optimize air flow** – If air flow in your cooling system is too high or too low, it may lead to higher utility bills. Our service technicians can also test air flow and make any needed adjustments for optimal performance.<sup>1</sup>

✓ **Install ceiling fans** – Fans help cool your home by pulling cool air through the house and exhausting warm air through the attic.<sup>2</sup>

**Take advantage of stimulus offerings and rebates!** Find out if you qualify for any federal or state tax savings and make the most of special offers – like ours!



## Did you know? Your kids can help you save energy, too!

One of the best gifts we can give our future generations is to educate kids today about simple and easy ways that they can save energy and live a greener lifestyle.

Start small, with one family energy-saving effort each week. When you make it a cooperative family effort, kids feel a sense of accomplishment and belonging each time they take action to save energy.

Print and post this short list of simple lifestyle changes for them to try at home:

- Turn off lights and electronics when you leave a room
- Unplug chargers when portable electronics are fully charged
- Keep doors to unused rooms closed
- Turn off the water while you brush your teeth
- Take five- to ten-minute showers instead of baths
- Don't hold the refrigerator door open
- Close drapes, use fans, and turn thermostat up to 78-80 degrees
- Consolidate errands and cut out some car usage. Walk, ride bikes, carpool, or get a scooter.

## CustomerTalk

**Our customers value our local, 24/7 customer service, and our constancy over the years, like Brian D:**

“Service professionals such as your technician Chris are the main reason that we've remained satisfied customers for so many years. He found and fixed the problem quickly, then made several additional checks and adjustments to make sure it wouldn't happen again. I learned from him that he's been working with his father on oil burners since the age of 10! Craftsmen such as Chris are the strength of your company.”

**Share your experiences by sending them to [customertalk@meenan.com](mailto:customertalk@meenan.com) and they could be featured here, too.**

<sup>1</sup> [www.energystar.gov](http://www.energystar.gov). ENERGY STAR is a program run by the U.S. Environmental Protection Agency and the U.S. Department of Energy  
<sup>2</sup> U.S. Department of Energy, [www.energy.gov](http://www.energy.gov)



# Enjoy total peace of mind during your summer vacations. Install a Meenan home security system.



## Did you know that more burglaries occur in July and August than in any other month of the year?

Losses due to burglaries totaled \$4.6 billion in 2008, with residential burglaries averaging \$2,060 according to the FBI.<sup>1</sup> Your best defense against becoming one of these statistics is to install a home security system.

By installing a Meenan Home Security System you'll enjoy total peace of mind while protecting what's important in your life, as **our FREE installation package has everything you need.**

## Want more protection?

Ask about these additional home security and safety services:

- 24-hour carbon monoxide detection – Attention NY customers, it is now state law that all residences, both new and existing, have these alarms installed
- Control panel, keypad, door contacts, motion sensors, indoor alarm siren and more\*
- Smoke detectors, medical pendant protection, water leak detection and gas leak detection\*
- Operate your system remotely with Total Connect\*\*

## Already have a security system?

We can expand your existing package to meet your specific needs and help you save!

<sup>1</sup> Source: [www.fbi.gov/ucr/ciu52008/index.html](http://www.fbi.gov/ucr/ciu52008/index.html)

\*May not be available with all packages. Must subscribe to Meenan security monthly monitoring contract for a 3-year term for basic plan or 5-year terms for premium plan. \*\*Additional costs may apply. Additional terms and conditions may apply. NY Security Lic. No. 12000282263, 12000213630. NJ Security Lic. No. 34BF00038000.

