

EnergyWise

White Mountain Oil & Propane Customer Newsletter

Welcome Bob Morin



White Mountain Oil & Propane is pleased to welcome our new Service Manager, Bob Morin. Bob has an extensive background in the heating industry, having worked most of his career for natural gas utilities in Concord and Portsmouth.

Bob is a native of Laconia, New Hampshire. He now lives in Effingham with his wife, Brenda, and is the proud father of two grown daughters and the grandfather to five grandchildren.

In the past, Bob has been involved in youth football, girl's softball, the Laconia School Board and the Laconia Parks and Recreation Commission. Now Bob is eager to serve our customers and become a part of our local community.



WHITE MOUNTAIN OIL & PROPANE

Fuel Pricing Review

A year ago we were all staggering from the shock of rapidly inflating fuel prices. During the summer of 2008, fuel oil, propane and gasoline were reaching, or exceeding \$4/gallon on the retail level. The barrel of oil was trading on the international market at almost \$150/barrel.

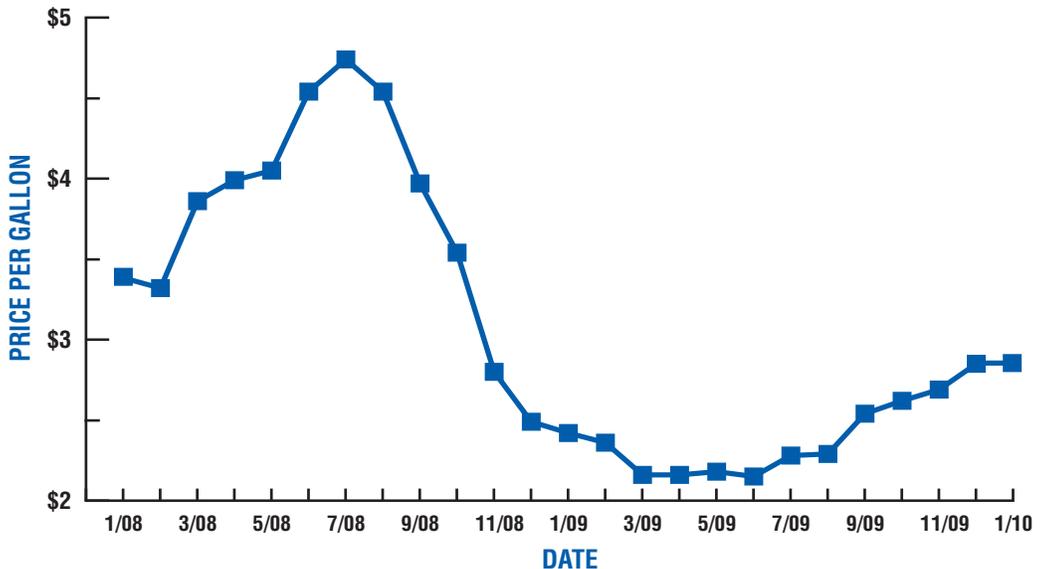
Things are more normal now. Much of the price increases of a year ago were driven by traders and speculators before the bottom fell out of the market. The bad news, of course, is that the economy has since collapsed. The good news is the price you pay for heating oil, propane gas and gasoline is back at more reasonable levels than in 2008.

While it would be far too risky for us to predict the future, we can pass along what the experts tell us: Crude oil is trading at about \$80/barrel and looks to be relatively stable. The world economy is in recession and, therefore, demand for oil is weak. Current propane and heating oil inventory levels in the US are strong. The economic fundamentals are simply not there to support high prices. (Of course, the experts have all been dramatically wrong before.)

One issue of concern is the weakening US dollar, once the bulwark of the world economy. Our dollar does not buy what it once did on the international market. And, with our increasing debt to foreign countries the dollar weakens further. Consequently, we may pay more in US dollars for oil supply in the future, even if the overall barrel of oil does not go up in price.

No matter what the future brings, we need to be aware of our individual and overall energy consumption, continuing to try and become more efficient.

AVERAGE HEATING OIL RATES IN NEW HAMPSHIRE OVER THE LAST TWO YEARS





Lost in Translation The Rinnai “Economy Button”

White Mountain Oil & Propane first began selling Rinnai (Rin-eye) wall furnaces almost 20 years ago, as a propane-fueled addition to our popular Monitor heater line. No product has been more reliable and more popular than the Rinnai heater.

We do have one concern however, and that is the common misconception of the “Economy” setting on many models. Actually, the misunderstanding begins with a poor translation, or poor choice, of the word “Economy.”

This is not a mode of operation where the machine operates in a more

economical manner—it is simply a button which lowers the thermostat setting by another four degrees. In our opinion, this button should have been labeled as a “Night-time Setting.” Whatever temperature you are running your Rinnai, by pushing “Economy” you will lower that temperature by four degrees.

For example, the purpose of this option would be to have your Rinnai set at 68 degrees all day long, then push “Economy” as you retire for the night, and it will drop down to 64 degrees for the night. Simply push the button again

in the morning and it will rise back to your normal 68 degrees. There is nothing effectively more economical about the operation of the heater in the “Economy” setting, it merely achieves a lower temperature.

Many customers ask, “What is the lowest setting I can have for my Rinnai?” The answer is 46 degrees. A Rinnai will go as low as 50 degrees on the temperature setting. If you have the “Economy” option and press that button, the Rinnai will drop down another four degrees in the first hour to 46 degrees.

We're always there for you: www.whitemountainoil.com

At [White Mountain Oil](http://www.whitemountainoil.com), we're always striving to serve our customers better. With our newly updated website, you can access the latest news, comprehensive information about our products and services, and your account information 24/7!

You can now log in to your account and...

- ...access details about your usage, pricing and deliveries.
- ...check account balances online.
- ...set up an Easy Payment program.
- ...make online payments.
- ...receive fuel delivery tickets via email. If you're a second homeowner, this can be a big plus: you'll know when you've received a delivery.

In the future, we'll be offering a new statement format with the option of an online paperless statement.

Have you visited the site? Let us know what you think and if there are features you'd like to see us add in the future.

White Mountain Oil & Propane - Home

http://www.whitemountainoil.com/

Getting Started | Latest Headlines | CN | ESPN | BongoBaseball10 | BongoFootball10 | Hall of Fame Heroes | Patriots blog | Jambands | NOAA - National Oceanic and Atmospheric Administration

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WHITE MOUNTAIN OIL & PROPANE

Always there for you...

PROVIDING NORTHERN NEW HAMPSHIRE AND WESTERN MAINE WITH QUALITY PRODUCTS AND SERVICES FOR THREE GENERATIONS.

Access Account Information Online. Online Bill Pay Now Available!

Winter Has Arrived! Please remember to keep your fuel fills clear...

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WHITE MOUNTAIN OIL & PROPANE 1-800-400-4723
2820 White Mountain Highway, PO Box 650, North Conway, NH 03860

It's easy to set up your online account! Email your customer account number, delivery address and email address to webadmin@whitemountainoil.com. Please allow 24 hours to process your account request.

Winter Safety Issues

After the unusually heavy and damaging snowfalls of the past two winters it becomes more urgent than ever to prepare for winter's effect on your home and your family's safety. There are several issues we would like to review to raise safety awareness:

1 Snow depth can cause damage. Heavy snows can collapse roofs, garages, sheds and decks. Also, accumulating snow on roofs can melt and refreeze creating "ice-dams" on the edges of roofs which can cause water leaks and then fall with destructive force. You should try to keep your roof as free of snow as possible. Snow and ice falling off a building with great force can tear off fuel fills, gas meters and piping, pressure regulators, and appliance vents.

2 Please try to keep your fuel fills clear of snow. For our driver's safety an uncovered fill is less apt to be a problem. Underground propane tanks should be marked and free of snow and ice so they can be found and shut off in the event of an emergency.

3 Check all propane gas appliance vents including clothes dryers, water heaters, space heaters, gas fireplaces and central heating systems to make sure snow and ice are clear. If you can, you should also check to be sure the vent on the gas regulator on the side of your home is free of ice and snow. On oil systems it is also important to check the vent if you have a side-wall power-vented exhaust.

4 Keeping your vents clear from obstruction is one of the best ways to protect you and your family from Carbon Monoxide poisoning. Carbon monoxide is a by-product of incomplete combustion from any fuel burning appliance. Often called "the silent killer" carbon monoxide is odorless, tasteless, colorless and non-irritating but it can lead to unconsciousness, brain damage and, ultimately, death. When any fuel (natural gas, fuel oil, kerosene, propane, coal, wood) is burned adequate air supply must be present to ensure complete combustion and exhaust fumes must be properly and completely vented outside your home. The most common sources of carbon monoxide problems in the home are:

- clogged or blocked fireplaces and chimneys
- cracked or loose furnace vent pipes
- corroded or disconnected water heater and dryer vents
- woodstoves and space heaters
- attached garages (automobile exhaust leaking into house)

PROPANE
EXCEPTIONAL ENERGY™



Oil Heat Council
of NEW HAMPSHIRE

White Mountain Oil and Propane is a proud member of the Oil Heat Council of New Hampshire.

Power Outages?



A thing of the past.



NEVER LOSE POWER AGAIN WITH A BRIGGS & STRATTON® STANDBY PROPANE GENERATOR!

The standby propane generator is completely automated and sends current to selected circuits during an outage whether you are home or away. And because it runs on propane, you don't need to find and transport gasoline on a daily basis. Propane is a safe, long-term fuel supply and is more environmentally friendly than gasoline or diesel fuels.

BRIGGS & STRATTON





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White Mountain Oil “Goes Solar”



As part of our commitment to new technology, White Mountain Oil & Propane has installed a solar collector system to meet the North Conway office’s hot water needs. This resulted from research into alternative energy technologies, including solar, by Marketing Director,

Dana Jones, and Director of Training and Product Development, Curt Reynolds.

There are many types of solar applications. With *photovoltaic solar*, the sun’s energy is collected in silicon panels to provide electric current (most often for outdoor signs). With *passive solar*, the building’s design is focused on collecting and retaining heat from the sun without the use of liquid pumps or motors. In *active solar* applications, pumps and motors are used to move heat from solar collectors for radiant heat or hot-air heat.

According to Jones, “We have chosen to be involved in *solar water heating*, a proven technology in which solar panels collect heat that is piped in to supplement an existing hot water system. We have seen systems in place which cut the overall water heating expense of a home in half, even in New Hampshire, and require very little maintenance. With government tax incentives, the payback on these systems is reduced significantly.”

White Mountain Oil & Propane has chosen to go with a flat panel design product from Enerworks, a Canadian company with a proven track record. This simple roof-mounted collector easily sheds snow load. For more on the Enerworks system, visit www.enerworks.com, or call us at 603-356-6386.

Rinnai Continuum: THE TANKLESS SOLUTION

Why pay to heat water when you’re not using it?



The Rinnai Continuum Instantaneous water heater generates hot water on demand, thereby requiring less

fuel than traditional water heaters. When the demand for hot water ceases, the tankless unit shuts down and uses no energy. The Continuum is compact, provides an endless supply of hot water, has computerized controls and no pilot light. Its thermal efficiency is over 86% on propane.

For more information and to find out if the Continuum is right for you, call us at 800-600-4728 x128.