

EnergyWise

www.whitemountainoil.com

SPRING/SUMMER 2013

A
White
Mountain
Oil and
Propane
Customer
Newsletter

LET'S WELCOME Tom Caughey



White Mountain Oil & Propane is pleased to welcome Tom Caughey to our staff. Tom has been an active member of our

community since the 1970s, working primarily in the resort industry. He also has a background in residential and commercial building construction.

Tom will be a field sales representative at White Mountain Oil, assessing the needs of potential and existing accounts, and helping to sell the products or services they require. Tom will work directly for the sales and marketing department.

Of his new position at White Mountain Oil, Tom says, "I enjoy traveling from western Maine to the Lakes Region of New Hampshire meeting and listening to customers, and offering them solutions for their comfort and energy needs in their homes or businesses.

It's great being a part of the White Mountain Oil & Propane staff because my co-workers are a talented group of knowledgeable, well-trained people working together to provide quality services to our customers."

Originally from Andover, Mass., Tom has been a New Hampshire resident for 38 years. The proud father of two adult children, he lives in Jackson with his wife, Jennifer.



WHITE MOUNTAIN OIL & PROPANE



32nd Annual Bratwurst Broil & Open House 2013

Rinnai Continuums
and Wall Furnaces

Heat & Glo
Gas Fireplaces



10AM-4PM FRIDAY, **JUNE 14, 2013**

Peerless Boilers

ENJOY GRILLING FROM 11AM-2PM

Solar Water Heating



CSST Safety Alert

What you need to know if you have this corrugated stainless steel tubing (CSST) piping propane in your home or business

CSST has been installed in the U.S. since 1990. Durable and less likely to develop leaks than iron pipe, CSST became popular as contractors found that it could be installed in one-third the time of rigid black iron pipe systems, and with fewer fitting joints.

In August 2006, all manufacturers of CSST added an electrical bonding and grounding procedure to their installation requirements in order to reduce the likelihood of an electrical surge that could cause an incident. If lightning strikes near a structure, there is a risk that it can travel through the structure's gas piping system, puncture the CSST and, in some cases, cause a fire. *Continued on page 2*

Our “New” 1941 Oil Truck



A couple of years ago one of our dear customers found a 1941 GMC oil truck (in running condition!) at an auto auction in Maine. The significance of “1941” is that was the year White Mountain Oil was founded by Ben and Ethel Saunders.

We purchased the truck, set it in our Center Conway warehouse and the discussions of what to do with it began. Our marketing director, Dana Jones, and our fleet mechanic, Bill Paiva, started the process of getting the '41 GMC ready for display at our 2012 Open House. With the help of Chuck Cacavas of Glen

Group, a design was agreed on that used our traditional fleet colors of white and blue, with a genuine 1940s style of logo and lettering. Photos of old White Mountain Oil trucks were used to create the “Watchdog Service” emblem on the back and the phone number (9-21) on the doors. Not only was the truck ready for the 2012 Open House but we ran it in last summer’s 4th of July parade and the Mud Bowl parade.

You can see the '41 GMC on display at this year’s Open House on June 14th, or watch for it in local parades again this summer. “Always there for you...”

REMEMBERING Peter Morton



In March we lost one of our long-time employees and all-around good guy, Peter Morton, to cancer. Peter was a lifelong resident of Bartlett and had driven oil trucks for many years for the Howard Oil Company in Bartlett before joining White Mountain Oil in 1985.

Peter drove our propane tank trucks for tens of thousands of miles in the worst of weather through Bartlett, Jackson, Bretton Woods and Lincoln without incident and always with a smile. One of his famous stories was his near miss of a full-size moose on Route 3 in Twin Mountain that, in Peter’s words, “Danced side to side like a giant squirrel. After I swerved to miss him, all I caught was a little fur on my fender!”

Peter was born in North Conway in 1947 and was a graduate of Kennett High and the NH Technical Institute. He is survived by his two sisters, Althea and Marilyn.

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What does CSST look like and where would I find it?

Typically coated with a yellow exterior plastic coating, CSST is usually routed beneath, through and alongside floor joists in a basement, inside interior wall cavities and on top of ceiling joists in attic spaces. CSST should *not* be confused with flexible gas appliance connectors that join a moveable appliance to your home or building’s gas supply line.



Is CSST safe?

Like all approved gas piping systems, CSST is safe when properly installed. CSST must be installed by a qualified professional and in accordance with the Manufacturer’s Design and Installation Guide, including bonding and grounding of the system.

What are bonding and grounding?

Bonding is connecting metallic systems to establish electrical continuity and conductivity. Grounding is connecting to the ground or to a conductive body that extends to ground connection.

What should I do if my home or business has CSST?

If you have CSST, determine if the system is properly bonded. Contact a licensed NH gas fitter certified in this product area to determine the proper bonding protection of the propane system. For more information, visit www.whitemountainoil.com/safety.

Underground Residential Oil Tanks



Do you have an underground oil tank at your home or an abandoned underground oil tank on your property? White Mountain Oil & Propane routinely inspects the oil tanks we deliver to, but we realize there are tanks out there that may not be in compliance.

Currently, it is still legal to have an underground heating oil tank serving your home if that tank has a proper fill and vent alarm. However, in the near future owning an underground oil or kerosene tank may present real issues for the homeowner. For example, many insurance companies and

banks will not conduct business with a homeowner who has an underground heating oil tank.

In New Hampshire, residential on-premise-use fuel oil tanks are not subject to many Department of Environmental Services (DES) regulations. However, these systems are subject to installation and compliance standards as a condition for receiving state funding assistance for any future leaks. The State provides contamination cleanup funding for “on-premise-use owners” who do not have private insurance coverage, and provides funding to low-income homeowners to upgrade or replace their substandard tank systems in order to prevent future leaks.

The average cost to clean up an accidental residential oil release is in excess of \$15,000. Homeowner’s insurance policies typically do not provide coverage for oil releases. Currently the State of New Hampshire provides cleanup cost funding, minus a \$500 deductible, for on-premise-use heating oil tank owners who do not

have private insurance coverage.

However, to be fully eligible for the State cleanup funds, a tank owner must be in compliance with heating oil tank installation requirements found in the state Fire Code and with DES’s “Best Management Practices (BMP) for the Installation and Upgrading of On-Premise-Use heating Oil Tanks.” Tank owners who fail to achieve compliance with the fire code and BMP by July 1, 2015, may see an increased deductible for state funding.

Regardless of this July 1, 2015, funding issue in the State of New Hampshire, even now most real estate transactions will be seriously affected if an underground oil tank is found on site. Furthermore, the right thing to do is to remove any potential environmental hazard from your community. If you have an underground oil or kerosene tank or any substandard fuel tank on your property, now may be the time to do something about it. We can remove and properly dispose of your substandard tank.



Call 811 to avoid utility service disruption to an entire neighborhood, harm to you and those around you, as well as fines and repair costs. It's simple. It's free. It's the law.

It's important to know what's below.

Planning home improvements? Planting a tree? Installing a fence or deck? Whether you do it yourself or hire a professional, a safe job starts with a call to Dig Safe® at 811.

Dig Safe® is a not-for-profit clearinghouse that notifies participating utility companies of your plans to dig. In turn, these utilities (or their contract locating companies) respond to mark out the location of their underground facilities. Dig Safe is a free service, funded entirely by its member utility companies.

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IS A PROUD SPONSOR OF
MOUNT WASHINGTON VALLEY'S

Arts Jubilee

Arts Jubilee brings world-class live music performances to Mount Washington Valley that are normally found only in metropolitan areas. Each year, it also presents an Artist in the Schools program to area schools.

2013 SUMMER SCHEDULE

JULY 11 Ceili Rain

JULY 18 Patriot Brass

JULY 25 Blues Summit

AUGUST 1 Music of Dan Fogelberg

AUGUST 8 Broadway Classics & Fireworks



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From washers and dryers, to cooktops and ovens—even the region's only gas refrigerators equipped for propane installation—White Mountain Oil & Propane is a certified **Maytag Home Appliance Center**. We sell and service a complete line of **Maytag** family appliances including **Amana**, **Frigidaire**, **Whirlpool**, and **KitchenAid**.

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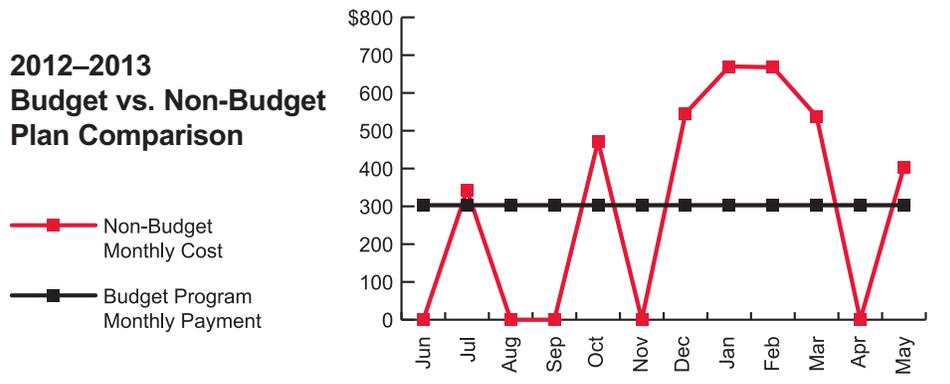
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PROPANE
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Benefits of a Budget Plan— CONSISTENCY AND PIECE OF MIND

2012–2013
Budget vs. Non-Budget
Plan Comparison



You should have recently received a mailing from this company regarding our Easy Pay Budget Program. If you are currently on the Budget Program, you will be automatically continued with a new monthly payment for the 2013/14 season. If you are not currently a budget customer, you should have received a mailing inviting you to join the program.

There are many advantages to the Budget Program including:

- No finance charges, as long as monthly budget payments are made.
- Price “cap” insurance as a built-in option to your budget.
- 4% APR bonus dividend on any credit balance at month's end.
- Senior Citizen's Discount of \$0.05 per gallon (you must sign up for this plan).

The most significant benefit of the Budget Plan is level monthly payments to better manage the cash flow of your household budget, rather than having the shock of a large invoice in December, January or February when fuel consumption is at its highest.

The chart above shows two sample scenarios of a typical 1,000 gallon per year residential oil customer. In both examples, the amount of fuel and the amount of dollars spent are the same but the Non-Budget Monthly Cost varies widely, while the Budget Program Monthly Cost is a consistent payment every month.

Stay connected with White Mountain Oil & Propane!

