



70 Years Just Warming Up!

DRUM OIL & PROPANE

8776 Rochester Road • Gasport, NY 14067

WWW.DRUMOIL.COM

SINCE 1946

KEEPING WESTERN NY HOMES COMFORTABLE ALL YEAR



DRUM OIL & PROPANE NEWSLETTER

SINCE 1946 KEEPING WESTERN NY HOMES COMFORTABLE ALL YEAR LONG

SUMMER 2018

SUMMER 2018

LOCAL ENERGY THAT YOU CAN COUNT ON

We at Drum Oil & Propane are proud to say we've been serving residents and businesses in the Gasport, New York, area since 1946. Since that time, we've grown to become the area's most reliable full-service heating and air conditioning company. We are proud of our long-standing reputation of first-rate professional service with the personalized touch of a family business. We know who our customers are by name, not just account number. And we intend on continuing that tradition for many years to come.



WE WANT TO HEAR FROM YOU!

Let us know about your experience as a Drum customer. Any and all customer feedback helps us continually enhance our offerings and provide the best service possible. If you have a story or comment you'd like to share, **post a review on Google, Facebook, or visit drumoil.com to send us a message.**

Thank you for your business!

Post a positive review and be entered into a drawing to win special Drum Oil & Propane prizes or our top prize... **a \$50 Gift Card!***

*Limit one entry per customer. Contact Drum Oil & Propane to verify your online review.

HELLO SUMMER!

The warm weather has been here to stay. A big change from this past winter. We'd like to take a moment to show our appreciation for our employees and customers that stuck with us through record-breaking cold snaps, Nor'easters, and more. We appreciate your support and look forward to keeping your family comfortable through another season.

As summer continues on, don't forget to add these important tips to your warm weather checklist! Inside, you'll find helpful information about standby generators, easy home maintenance, and ways to plan ahead and save money this and next year.

From all of us at Drum Oil & Propane, thank you for choosing us as your home comfort provider season after season.

Sincerely,
Drum Oil & Propane



WHAT YOU'LL FIND INSIDE...

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YOUR FUEL PAYMENTS MADE EASY

Heating season may seem like a distant memory, but now's the time to plan ahead! Drum's Balanced Billing budget plans for heating oil and propane customers are now available for the 2018-2019 heating season. Our budget plans are customized specifically for your family's comfort and energy use.

Balanced Billing Q&A

HOW IS MY PAYMENT CALCULATED?

When you enroll, we will estimate your annual fuel usage based on history and projected fuel prices. This allows us to estimate a total cost and total number of gallons you will use for the upcoming heating season. This projected cost is then divided into small payments spread out over 12 months.

WHAT IF I USE MORE FUEL THAN PLANNED?

If you go over your estimated annual usage, we will help you make convenient arrangements for paying off your remaining balance with a plan that works best for you.

WHAT IF I USE LESS FUEL THAN PROJECTED?

Even better! Any surplus dollars will be credited to your account.



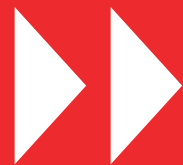
WHY SHOULD I SIGN UP?

Add predictability to your heating bills this year. Your budget plan is designed to make managing your heating costs simple and convenient. Customers that enroll in a Drum budget plan will...

- Keep bills easy and predictable
- Enjoy worry-free automatic fuel delivery
- Make one consistent monthly payment
- Benefit from discounted oil and propane rates

HOW DO I SIGN UP?

Call (716) 772-2626 or visit drumoil.com to enroll in Balanced Billing today!



CUSTOMERS THAT SIGNED UP FOR THE BALANCED BILLING BUDGET PLAN LAST WINTER WERE THRILLED WITH THEIR RESULTS!



HOMEOWNER TIP How to Change the Batteries on Your Thermostat

- Carefully pull the wall thermostat housing off of the wall mount by sliding upward then out away from the wall.
- Turn the wall thermostat housing over to find the battery removal slots.
- Remove old batteries and replace with new batteries facing in the proper direction.
- Set the wall thermostat housing back onto the wall mount, sliding down to snap back into place.



Most digital thermostats are programmed to display a low battery warning one or two months before the batteries go dead. This gives you some time to purchase new batteries, but don't wait too long! When your thermostat loses power it can cause your heating or cooling system to shut off.

WEATHERING THE STORM

What you need to know before you purchase & install a propane powered standby generator

Be sure to contact us, your propane provider, BEFORE you purchase a propane powered standby generator. Both placement & sizing are extremely important when installing your generator. Making sure you are in compliance with proper fire safety codes will save you from having to relocate your generator after initial installation. Proper sizing of your generator will help minimize your propane usage if a power outage occurs.

