

HOUSE CALLS

ENERGY SOURCE

from D.F. Richard Energy



PERSONALLY SPEAKING

Remembering Joe Ford

Hello Friends,

We at D.F. Richard Energy would like to take a moment to say something about a fine young man who left us too soon in a tragic motor vehicle accident.

Joe Ford started part-time employment with us while attending Exeter High School. Once he graduated, he started working full time and continued his training to become a service technician, which he accomplished in 2020.

Joe made a home here, and we were thrilled and proud for him to be a valued member of D.F. Richard. Every day, Joe had a smile. He truly enjoyed coming to work and spending time with his co-workers.



Joe loved helping our customers, and in turn, they were always commenting on his positive outlook and outstanding workmanship. We are in the process of setting up a scholarship fund with the help of his parents to assist high school students entering the trades.

Details on the scholarship fund will be forthcoming.

Rest in peace Joey. We miss you.

Bob Richard

Update on dialing changes

The Federal Communications Commission, through Order FCC 20-100, required that seven-digit local dialing would transition to 10-digit dialing in NH, VT and parts of NY, beginning April 24th, 2021.

Beginning October 24, 2021, consumers with the area codes **603, 607, 516, 716, 845, 914 and 802** now must dial ten digits. Calls with only seven digits may not be completed as dialed.

Consequently, consumers who have any of the following devices or services will have to reprogram them to dial the required ten digits:

- ✓ fire or security alarms
- ✓ mobile contact lists
- ✓ fax machines
- ✓ life safety systems or medical monitoring devices
- ✓ call forwarding or voice mails

For New Hampshire, 911 emergency services are not affected. The National Suicide Prevention hotline will remain 1-800-273-8255. However, beginning July 16, 2022, you can also dial 988 to call the National Suicide Prevention Lifeline.

This is not a complete list. Please direct any questions to your relevant service companies.



9 winter preparation tips



We New Englanders know that we have no control over the winter weather, but with a little preparation, we can make the winter season easier to manage. Here are nine tips.

1. Get **annual maintenance** on your home heating system.
2. **Check and clean** your chimney every year.
3. Confirm your gas appliances are **properly vented**.
4. Install **battery-operated** smoke, carbon monoxide and gas detectors.
5. **Test** existing detectors and **replace batteries**.
6. **Remove any debris** around your fuel storage tank, fill pipe, heating unit and power venter.
7. Trim tree branches **away from your roof**.
8. **Prepare for snow removal**. Replace broken shovels, tune-up the snowblower or confirm your spot with your snow removal company.
9. Keep your **cell phone charged**, especially if a storm is in the forecast.



Find Your Path to Comfort & Savings

You can easily lose your way trying to keep your home comfortable at an affordable cost. Here is some advice to help you stay on the right path to both comfort and savings.

Avoid wrong turns — use propane appliances

It's amazing how many different ways you can use propane. It's a super-versatile fuel that can power fireplaces, clothes dryers, outdoor grills, space heaters, water heaters, generators and more. Of course, a propane furnace or propane boiler can heat your entire home as well. Truly, propane is energy for everyone.

Because propane burns hot and clean, propane-powered appliances can reach efficiency ratings well into the 90% range. Propane will outperform its electric counterparts in just about any home comfort application.



When you use propane appliances in your home, you're going to see the savings. Because propane is such an efficient fuel, your energy expenses will go down and you'll be getting even better value and comfort than you get from other heating sources.

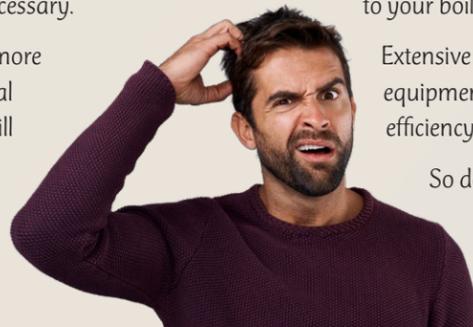
If you'd like more information about how you can benefit from propane, please contact us. Our propane experts will be happy to give you great advice and friendly assistance.



Don't get lost converting to another fuel

The most refined grade of heating oil available, **Bioheat® fuel** is one of the cleanest-burning heating sources for your home. It reduces greenhouse gas emissions significantly, and no changes to your existing heating oil system are necessary.

Higher blends of Bioheat fuel burn even more cleanly, with fewer emissions, than natural gas or electric heat pump systems. You will also experience better heating efficiency and easier maintenance, since today's high-quality Bioheat fuel creates fewer deposits inside your boiler or furnace.



A blend of ultra-low-sulfur heating oil and renewable biodiesel, Bioheat fuel integrates seamlessly with all heating oil systems, so no changes to your boiler or furnace are necessary in order to use it!

Extensive research continues on developing oil heat equipment and biofuel blends that will take cleanliness and efficiency to even higher levels.

So don't miss out by converting to another heating fuel that is less efficient, less reliable and less safe than Bioheat fuel, which gets better every year.

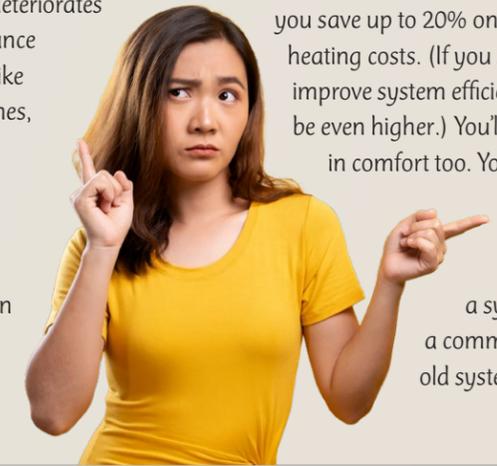
Repair or replace: which way should you go?

If your boiler or furnace is **at least 15 years old**, consider replacing it soon; the performance and reliability of heating equipment typically deteriorates after 15 years (sooner if maintenance has been neglected). And just like computers and smartphones, heating equipment becomes outdated over time.

With better technology, a new high-efficiency heating oil system can often pay for itself within a relatively short period of time with the money you save each year on heating costs. After that,

you can start adding up all of your energy savings!

At a minimum, a new system should help you save up to 20% on your annual heating costs. (If you significantly improve system efficiency, savings can be even higher.) You'll feel the difference in comfort too. You'll also save on repairs because you'll minimize the potential of a system breakdown, a common problem with old systems.



Light the way

Have you ever considered adding a propane fireplace insert? You should, since it has efficiencies that can go into the 90% range. That's so much more efficient than a wood fire! Up to 90% of the heat produced by a wood-burning fireplace goes straight up the chimney!

When you have a **propane fireplace**, it's easy to get a roaring fire going. Just flip a switch or use the remote control! Propane fireplaces also produce fewer particulate emissions and less carbon monoxide than wood-burning fireplaces.

If you have an open-concept kitchen-living-dining area, or any other large space to heat, a fireplace with multispeed blowers will push warm air to the far corners of a room, providing better and more even heating. What's more, improved gas-burner technology creates more realistic flames that flicker and dance, just like a wood fire.

Once you get your new propane fireplace installed, count on us to keep you well supplied, so you can always keep your home fires burning!



Navigate your way to safety

- **Keep the area around your heating equipment** as clean and clutter-free as possible. Never store anything flammable near your heating system.
- **If you ever smell gas**, leave your home right away. Report the problem from another location as soon as possible.
- **Install carbon monoxide (CO) detectors** in your home, following the manufacturer's instructions about location and maintenance.
- **After a severe storm, carefully check** your property for downed power lines, damaged gas lines or damage to your propane tank and appliances. Contact us to report any problems.
- **Make sure your outdoor vents** remain clear of debris so that combustion gases don't back up into your home.



Bioheat® fuel vs. electric heat

Many claim that electric heat is a “clean fuel” alternative. Although electric appliances and electric heat pumps don’t produce any emissions at your home, the power plant that generates the electricity probably does.

Those power plants, many of them coal-fired or powered by natural gas, are amongst the **largest sources of greenhouse gas pollution** in the United States. In contrast, the ultra-low-sulfur Bioheat fuel we deliver **burns more cleanly with fewer emissions.**

As higher blends of Bioheat fuel become more common in the coming years, home heating oil blended with Biofuel will continue to move closer to becoming a **carbon-neutral fuel!**



Community Corner

While we donate and support many organizations that benefit people in need, we don’t want to forget our animal friends, especially those at the **Pope Memorial Humane Society (Cocheco Valley)** in Dover.

This holiday, a donation to PMHS-CV will go even further! **We at D.F. Richard will be matching all dollars donated up to \$10,000.**

Please visit PopeMemorialCVHS.org to learn more about all of the good work this organization does.



Meeting the challenge of rising prices

We are all watching prices rising across the board, and fuel costs and supply costs are no exception.

Every local energy supplier is in the same boat. Spiking prices impact all of us. However, that will not stop us from continuing to take care of you, our customers.

We are preparing as much as we can by increasing our parts, equipment, and fuel inventory. Together we have faced challenges over the years, and together we will get through this.



Resources for assistance

Here are some resources that can help you manage your heating bills.

Community Action Partnership of Strafford County — Go to straffordcap.org—this is one of five CAP agencies in New Hampshire to provide heating-energy assistance.

Southern New Hampshire Services — Visit snhs.org for help from this CAP agency, which serves Hillsborough and Rockingham Counties.

York County Community Action Corp. — Go to yccac.org if you live in York County, Maine.

State of Maine — Go to 211maine.org to search for resources or visit MaineHousing.org for Home Energy Assistance Programs (HEAP).

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