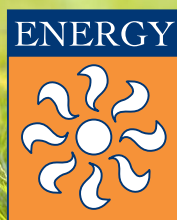


D.F. RICHARD

HOUSE
CALLS

ENERGY SOURCE

from D.F. Richard Energy

PERSONALLY SPEAKING

Gone but not forgotten

Dear Friends,

It has been a year since our long-time CEO, Richard "Rick" Card, passed away.

Rick worked for D.F. Richard for 45+ years. He was a compassionate man who put endless time and effort into everything he did. He served in many capacities within the industry as well as in the community, and the countless groups and organizations he became involved with flourished because of his many contributions.

Rick was everything from a husband, father, "Papi," son, boss, and mentor—but most of all, a friend to everyone he knew. You could always count on him to listen, make wise suggestions, and serve as a calm voice of reason. He was the leader that we all strive to be and a bright light to any conversation or situation.

We would like to thank the many people in both the community and the industry for the support they gave to us as we coped with this great loss. The personal stories you shared about Rick brought us a lot of comfort.

Warmly,

Your friends at D.F. Richard



Thank you!

As always, thank you for your loyalty and for trusting us with your home energy needs, year after year. Our commitment to our customers remains the cornerstone of our business.

We are always willing to go out of our way to keep you safe and comfortable in your home. That's been our mission since D.F. Richard was founded in 1932!

Please feel free to reach out to us if we can help you in any way this season.

Annual maintenance:
the key to saving money

It's true! Regular heating equipment maintenance can keep your equipment running safely and at peak efficiency. Our records show that four out of five heating system breakdowns are preventable if you follow the manufacturer's maintenance recommendations.

Yearly maintenance allows our certified heating oil or propane gas technicians to identify minor issues, such as worn parts or a burner that needs adjustment, before they become big problems. This helps you avoid being surprised by a winter breakdown—and a big repair bill.

Schedule your annual maintenance by June 30 to take advantage of our spring specials! Call 603-742-2020 or contact us through our website to make your appointment today.



If you noticed any problems with your system last winter, please let us know so we can inspect your system and make corrections. These problems are most likely "red flags" alerting you to the need for professional heating equipment service.

However, sometimes investing in new equipment is a better choice than trying to maintain an aging system. Besides doing repairs and maintenance, D.F. Richard installs everything from furnaces, boilers, and water heaters to traditional central air conditioning systems. Please contact us today for a **FREE** estimate.



HOME ENERGY OF THE FUTURE

Higher blends of Bioheat® fuel, the growth of renewable propane and super-efficient heating systems will help you save money and reduce emissions in the years ahead.

Introducing the Net-Zero Home with 100% Bioheat® Fuel

For the last two decades, the liquid fuel industry has focused on the use of renewable biofuels to replace traditional, petroleum-based heating oil. The end goal — reach net-zero carbon emissions!

Thanks to the combined efforts of the National Oilheat Research Alliance (NORA), equipment manufacturers, fuel companies and heating oil associations, the use of higher blends of advanced biofuel with No. 2 home heating oil has increased substantially.

We've come so far that some companies are even preparing to deliver 100% renewable B100 Bioheat fuel (0% petroleum, 100% biofuel) in the future.

Meanwhile, NORA has proven that it's possible for a pure biofuel-heated house to be a net-zero emitter of carbon at an economically viable cost.

NORA recently piloted the **Net-Zero Carbon Home Project** using B100 Bioheat fuel with the home's high-efficiency heating oil boiler. They used solar panels for non-heating needs like air conditioning.

The promise of a net-zero carbon home powered by 100% renewable Bioheat fuel means that homeowners will achieve huge carbon reduction without having to change their heating equipment or the fuel they use to heat their homes!



New to the Mix: Renewable Propane

Have you heard about renewable propane? For the propane industry, it represents the next big step towards a zero-carbon-emissions future.

While renewable propane is not widely available yet, homes and businesses all over the U.S. will eventually be able to easily use it. That's because renewable propane is molecularly identical to conventional propane, which is already a clean-burning fuel in its own right. But it is made with renewable resources, such as animal oils, plant oils, biomass and other triglycerides. There will be no need to replace or alter existing propane appliances and equipment!

As the renewable propane sector grows, more and more people will be able to use it to lower their carbon footprint even further.

Renewable propane gas will also offer greater opportunities to propane providers like us to be involved in projects that require energy sources with zero-carbon emissions or as close as possible.

Please go to <https://bit.ly/3wsww2W> to learn more about how propane is getting cleaner by the day.



Reaching for Negative Carbon Intensity

Current research could bring us to a place where renewable propane produces **net-negative** carbon emissions! One of the most promising ways for reaching this goal is with renewable dimethyl ether (rDME). Researchers can now synthesize this biogas from animal waste.

This prevents the release of methane and carbon dioxide into the atmosphere, and rDME can be blended with propane.

Can We Still Rely on Electricity?

Rising peak demand and the planned closure of many fossil fuel and nuclear electric generation plants over the next decade will create blackout risks for most of the country, according to a December 2023 report by the North American Electric Reliability Corporation (NERC).

NERC asserts that: "In recent years, we've witnessed a decline in reliability, and the future projection does not offer a clear path to securing the reliable electricity supply that is essential for the health, safety, and prosperity of our communities."

In its report, NERC said the growth rates of forecasted peak electric demand have **risen significantly** over the past year. This reverses a decades-long trend of falling or flat growth rates. Projections for growth in data centers and electric vehicles have contributed to these higher forecasts for electric demand.

Additionally, the rapid electrification of heating systems via heat pumps is having a big effect on seasonal demand. This is causing a shift from our traditional summer peak electric demand to winter peak electric demand or, in some cases, **dual-season peaks**.

These are some of the reasons why NERC says that "regulators and policymakers need to consider effects on the electric grid in their rules and policies and design provisions that safeguard grid reliability."

That's why we all must do our part by calling on our elected representatives to come up with a **balanced** energy plan that incorporates renewable Bioheat® fuel and renewable propane — and avoids sabotaging our electric reliability.

Sources:
https://www.nerc.com/pa/RAPA/ra/Reliability%20Assessments%20DL/NERC_SRA_2023.pdf • <https://www.utilitydive.com/news/generator-retirements-threaten-grid-reliability-NERC/702504/> • <https://www.forbes.com/sites/forbesbusinesscouncil/2023/07/12/keeping-the-power-on-the-critical-importance-of-reliable-electricity/?sh=134878a343c2>

The Department of Energy (DOE) reports that, by 2030, the U.S. must expand electricity transmission systems by 60%.

Newly Arrived: the B100 Burner

Twenty years ago, forward-thinkers in the heating oil industry envisioned a day when advanced biofuels could be used in home heating on a wide scale. This would vastly reduce dependence on foreign oil and lower our country's greenhouse gas emissions.

Besides progressively moving toward the delivery of B100 Bioheat® fuel (100% biofuel), the industry reached another important milestone last year when the Underwriters Laboratories (UL) updated its standards to include burners that use B100 Bioheat fuel. In response,

the R.W. Beckett Corporation and Carlin Combustion quickly developed **fully warrantied burners that are completely B100 compatible**.

This will allow even more homeowners to take advantage of higher blends of Bioheat fuel and pave the way for this innovative energy source as a realistic and affordable pathway to achieve a cleaner and healthier environment for everyone who owns an oil-heated home.



Lower your winter heating expenses

With the rising cost of household expenses, budgeting has become more important than ever. That's why more customers have chosen to enroll in our **SmartPay Budget Program**.

We'll calculate the average number of gallons you use and multiply that by the projected per-gallon price. We'll then divide that amount into monthly payments. Here are fast facts about SmartPay:

- The budget plan starts in **July or August**; you choose your start month.
- Your fuel is delivered **automatically**.
- **Monthly payments** are required to remain in the program.
- **Budget statements** are processed at the beginning of each month.
- **Account credits** are applied each month whenever there is a credit balance on your account.
- Payments are **due by the 15th** of each month; **Autopay** is available.
- Budgets are reviewed in **January** and may be updated to accommodate usage or price.
- The program ends **May 15th**.
- Balances remaining at the close of the program need to be paid **before a new program can begin**.
- Accounts in good standing will be **renewed yearly**.
- **Service charges**, billed separately, are not part of the budget and are due within 30 days.



Enroll in the SmartPay Budget Program through your online account or by calling **603-742-2020** and speaking with a customer service representative.

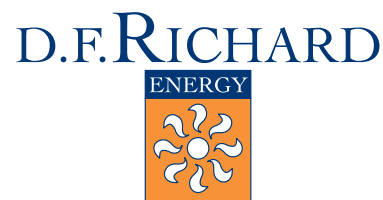
Enroll in 30 seconds!

Yes, on average, it will only take you 30 seconds to log into your online customer account and select paperless billing, also known as e-bill or e-docs.

By opting to receive **invoices and statements** via email, you'll cut down on paper clutter and make organizing your receipts much easier. Say goodbye to misplaced mail or misfiled bills.

But don't stop there. D.F. Richard wants to make it as easy as possible for you. With our **AutoPay** program, you never need to search for an envelope and stamp.

REMINDER—Starting **May 1, 2024**, our **prompt-pay fuel discount** will only apply for payments made by cash, check, or EFT/ACH. Payments made by credit card will no longer qualify for the prompt-pay discount.



(603) 742-2020

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CustomerService@DFRichard.com



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PRESORTED
STANDARD MAIL
US POSTAGE
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DG3

Welcome aboard!

Our office team has grown!

Help us welcome our new customer service representatives, **Cheryl Seavey**, **Jeanne Hodurski**, and **Erika Barnett**, to the D.F. Richard team. They're standing by, ready to help you with any questions. Also, a big welcome to **Abigail Rooney**, our new controller, and **Stephen Powers**, the newest member of our sales team.



Visit our website **DFRichard.com** or scan the QR code for
24-hour access to products, services, and your account.