

GIROUX

OIL SERVICE CO., INC.

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FAMILY OWNED AND OPERATED SINCE 1959

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Dear Friends,

Happy Holidays to all! It's the beginning of another heating season and we're ready to keep you and your family warm and safe this winter. As the price of oil continues its volatile ride, we're doing everything we can to provide you and each of our customers the very best service possible.



Is your heating system operating at its highest efficiency? We recommend an annual cleaning and

tune-up to ensure you get the most from every heating dollar. We'd be happy to schedule a visit to your home soon.

In these trying economic times, we are proud to be approaching our 50th year. Thanks to the foundation my grandfather, my father and my uncles have laid, we continue with the tradition of providing personalized and caring service to our loyal customers. A big thank you goes out to our customers and employees for helping us reach this important milestone.

Warmly yours,

Steve

Steve Giroux

P.S. If you've tried to stop in at the office recently, we appreciate your patience with the road construction. We're hopeful the project will be completed soon and Warren Avenue will return to normal.

Six Ways to Improve your Heating Efficiency

1. Have your heating system cleaned and tuned by a professional.
2. Install a programmable thermostat.
3. Have a professional evaluate the efficiency of your heating system.
4. Check around your home for drafts and leaks.
5. Maintain a consistent temperature in your home.
6. Switch from traditional #2 heating oil to BioHeat.

BioHeat – Sensible, Sustainable...and Green!

BioHeat continues to grow in popularity with our customers as well as homeowners throughout the country. Just as a reminder, our BioHeat is a blend of traditional #2 heating oil and 5% premium soybean biodiesel. We promote BioHeat because we believe it is good for the environment and it reduces our dependence on foreign oil.



Recent reports show that domestic production of pure B100 biodiesel has increased significantly. In 1999, there were 500,000 gallons of biodiesel produced in America. By June of 2007, production capacity had increased to 580 million gallons. Production is expected to exceed one billion gallons by 2010.

Biodiesel can be blended in ratios up to 20% (B20) but we continue to recommend our B5 BioHeat (5% premium soybean oil blended with traditional #2 heating oil) as the optimum blend for home heating use. In fact, it has just been announced that Underwriters Laboratory has issued a report citing that this blend is compatible with traditional #2 heating oil.

If you've been looking for a way to reduce your carbon footprint or make your home a little greener, consider switching to BioHeat. Since BioHeat burns cleaner,

fewer pollutants are released, and with each gallon of BioHeat you use, you'll reduce the amount of petroleum based oil you burn. BioHeat is also domestically produced so it's good for our job market and economy.

There is a new website designed to answer questions about using BioHeat. You'll find a link to it on our website or you can find it directly at www.bioheatonline.com. It includes video presentations explaining the benefits of BioHeat and answers many common questions. We're also happy to answer your BioHeat questions.

You can begin burning BioHeat right now. It works in your existing system without any conversion needed. It will blend smoothly with the existing oil remaining in your tank. If BioHeat seems like a smart choice for you, please give us a call.

BioHeat Basics

- ◆ BioHeat is a blend of #2 heating oil and biodiesel which is a fuel made from a variety of renewable resources including soybean oil, corn oil, animal fat, algae and many more.
- ◆ Using BioHeat offsets foreign oil imports and puts money back into the U.S. economy.
- ◆ Using BioHeat reduces greenhouse gases and reduces carbon dioxide by up to 78%.
- ◆ If every household heating with oil switched to B5 blend, it would be equivalent to taking 700,000 cars off the road.
- ◆ BioHeat burns more cleanly and acts as a cleaning agent and lubricant to keep your heating system running more efficiently.
- ◆ BioHeat has been granted BQ-9000 accreditation by the National Biodiesel Accreditation Commission.

Source: www.bioheatonline.com

Propane – *A smart back-up plan*

We've heard a lot of folks talking about back-up heat sources or switching to wood, wood pellets or wood blocks. We'd like to remind you of an alternative that is simpler, less expensive and more reliable. Better yet, it creates less soot in and around your home, fewer fumes in your home and fewer noxious emissions for our environment.

Clean, Reliable...Propane.

Propane makes a great back-up to your oil heat system – even when the power goes out. With a propane insert in your fireplace or propane stove installed in your family room, you will enjoy a more

even heat than you can with wood. Propane is easier to regulate than wood and is also safer in many ways. As an added benefit, there's no need to stack and haul wood. Plus, there are no ashes to clean out.

A propane insert is easy to install in your existing fireplace. And we can often install a propane stove even if we can't tap into a chimney. Our trained technicians will help you determine the best – and safest – location for a propane



This propane insert has been installed by our trained technicians into an existing wood-burning fireplace.

heat source in your home. For more information and a few suggestions about how to make propane your back-up plan, please give us a call.

Meet the voices of Giroux Oil

When you call our office, the first voice you're likely to hear will likely be Lisa's. In fact, Lisa is the same person who will greet you if you drop by our office on Warren Avenue. Lisa has worked here for 5 years and knows many of our customers by name. If you need to order oil, schedule an appointment or have a question, give Lisa a call. She will get the information you need or direct your call to the appropriate person.



You might also speak with one of the newest members of our staff, Joe Hannigan. Joe recently joined us to take on the responsibilities of Assistant Manager. He's a local resident and grew up right here in Portland. Joe's dad was one of our first customers. Joe is available to answer questions, concerns and customer service issues. You might even see him pull up outside your home with an oil delivery because he pitches in to help the Delivery Department when they need an extra hand.



Trust Built on 50 Years of Service

Cash or Full Service...that's the question many homeowners ask themselves as each heating season approaches. Some, lured by the promise of lower prices, take the cash path. They call for oil on the day they need it, leave a message on a machine, tape a check to the door and cross their fingers that the oil will be delivered while they are at work. Others, like you, choose to build a relationship with a full-service company. But what does **"Full Service"** really mean?

"Full Service" is more than just having a fleet of service trucks and technicians to clean your heating system in the summer. **"Full Service"** means you're never alone in the cold. When the wind is howling and your system stops working, we'll be on our way within minutes of receiving your call. **"Full Service"** also means that we keep track of your annu-

al fuel usage so we know when to make your next delivery. Because we are full-service, we have a professional staff trained to take your calls, answer your questions and deliver your heating oil.

As a full service company, we can offer more services – like automatic delivery, price protection plans, budget payment plans and service agreements. We have strong relation-

ships with our suppliers to ensure we can follow through on our commitments to customers. And, we have real people answering our telephone – 24 hours each and every day.

Any oil dealer can put fuel in your tank. Our name is on our trucks and for three generations, the Giroux family has taken pride in making sure our customers are well cared for all season long. Count on us for peace of mind this winter and throughout the year.

