



# Hot Tips

spring 2022

from **P. Gagnon & Son, Inc.**

## PERSONALLY SPEAKING

### a shocking rise in energy prices

Dear Friends,

**As I write this,** the Russian invasion of Ukraine had created an earthquake in the energy markets, sending crude oil prices into record territory and causing all energy prices to soar. We don't know where things will go from here, but we hope this spike is only temporary.

Some people are under the misconception that when prices rise, we make more money. The opposite is true. People cut back usage. They have trouble paying their bills, and our receivables skyrocket. Meanwhile, we must pay our suppliers in just 10 days. It is an awful mess for everyone.

One thing you can count on is us. We have been in business for many years and have very strong relationships with suppliers and financial institutions.



Mark Gagnon

If you're having trouble paying your bill, talk with us before it becomes a problem. Many times, we can work out something to give you more time, especially if you've been with us a while. We can also set you up—at no cost—on SimplePay, our monthly payment plan.

Nothing will make us happier than when prices return to normal. Until then, trust us to look out for you, and let's hope by the time you read this, we are living in a more peaceful world—where children don't have to sleep in bomb shelters any more.

Warmly,

Mark Gagnon, President

### protect yourself!

You can enroll right now in any of the popular programs shown below.



→ **Lower your winter payments.**

Enroll in **SimplePay**, which spreads out your fuel payments for as long as 14 months. The sooner you sign up, the lower your monthly payments will be.

→ **Add price protection.**

Customers who protected their price last year saved a lot of money! Add a **price cap** to your **SimplePay** plan or enroll in our **prebuy fixed-price program**. Both guard you from rising heating fuel prices. Capping your price prevents it from rising over a certain amount but allows you to pay less if market prices fall.

→ **Make automatic payments.**

Enroll in **Auto Pay** and have your payments automatically deducted each month from your credit card, debit card or bank account. Enroll now and get a **\$20 credit**.\*

→ **Request paperless billing via email.**

Reduce paper clutter and organize your receipts electronically. Enroll now and get a **\$20 credit**.\*

**Please reach out to us for more information.**

\*Valid for new enrollees only.

## WIN \$500 Worth of Food

**We could all use some extra money in our wallets — especially when we go grocery shopping!** Here's your chance to stretch your household budget a little further.

Read this newsletter and answer the questions on the enclosed reply card, or go to [PGagnon.com/contest](http://PGagnon.com/contest) to enter. All entries received by **6/29/22** with the correct answers will be entered into a drawing for a \$500 gift card for your favorite supermarket.

**Three winners will be selected!**

No purchase necessary. A purchase will not increase chance of winning. See enclosed card for details.



## need an upgrade or a repair?

If you noticed anything out of the ordinary with your furnace or boiler last winter, please contact us as soon as possible for a service appointment.



▶▶▶ **Unusual noises** — Most modern heating equipment runs pretty quietly. If you hear banging, clanking or other unusual sounds, something is probably about to go wrong—if it hasn't already.

▶▶▶ **Odors** — If your system is working properly, you should **never** smell fuel oil. An oil smell could be caused by a leak, burner troubles, a heat exchanger failure or exhaust system problems. If you detect a **smoky odor**, this may be caused by a back draft pulling flue gases through the exhaust system and into the home.

If you haven't scheduled your heating maintenance service yet, please do so before next fall. Our technician can fix small problems before they turn into big ones.

And if you're tired of spending money on repairs, ask us about your options for a replacement heating system. Doing this now means we will be able to get to you quickly—before the fall rush begins.



**Contact us today for a free estimate.**

## what's the shelf life for heating oil?

**When the heating season ended** and you had plenty of heating oil left over in your tank, you may have wondered if your fuel would still be good when you turned your home heating system on again.

Don't worry. Your heating oil will be fine—the average best-used-by life span of home heating oil ranges between 18 and 24 months. And that life span should be longer, thanks to the high-quality premium heating oil that we deliver. It has been treated with a blend of additives called **UltraGuard** that acts as a fuel preservative.

On the other hand, if you have 30% or less of a tank of heating oil right now, you risk problems with condensation. It's better to go through the warm months with a full tank so that condensation doesn't build up inside and cause damage.

Please contact us if you have questions or want to request a summer fill-up.



**P Gagnon & Son, Inc**  
Your Comfort is Our Concern

215 Main Street  
South Berwick, ME 03908



PRESORTED  
STANDARD MAIL  
US POSTAGE  
**PAID**  
DG3

## keep your online reviews coming!

**A big thank you** to everyone who posted an online review about us recently. Please keep them coming, because they always make us smile.

Here is one example of how we want all of our customers to feel after we complete a service call.

**“Thoroughly professional services are delivered with the hometown touch. Furnace inspection and maintenance program takes the worries out of winter operations. Fuel deliveries are reliable.”**

—Phil M.

