



at HOME with



fall 2011

PERSONALLY SPEAKING

saluting our heroes

Dear Friends,

It's hard to believe that we've just observed the 10-year anniversary of the Sept. 11, 2001, attacks. None of us can ever forget that terrible day.

Since then, more than two million Americans have been called to serve in Iraq and Afghanistan. Some of our employees' children, friends and customers are among them.

As we pause to remember all of those innocent people who lost their lives on 9/11, and all of our servicemen and servicewomen who have died or been

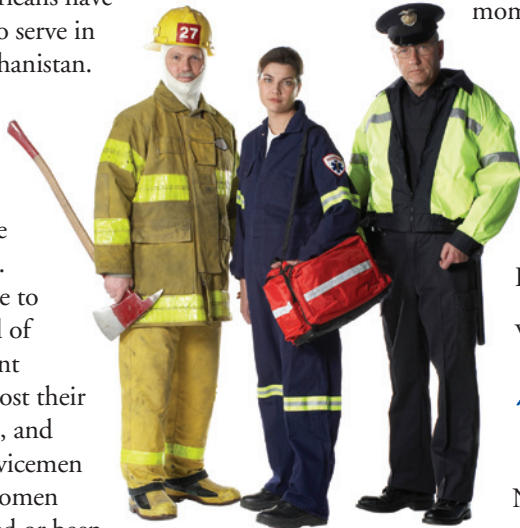
injured in defense of our country, we also want to thank all of the people who keep us safe here at home.

This includes all the first responders here in our community—firefighters, police officers, EMTs and others—who are ready to help their neighbors at a moment's notice.

We are lucky to live in a country where so many of our fellow citizens are dedicated to preserving our freedom and our way of life. Our sincerest thanks to all of you—from all of us here at Frank Bros.

Warmly,

Nick and Joe

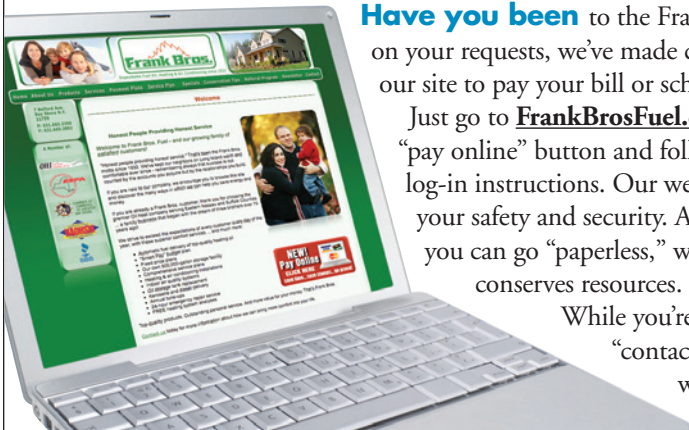


now you can pay your bill online!

Have you been to the Frank Bros. website lately? Based on your requests, we've made changes so you can now use our site to pay your bill or schedule a service appointment!

Just go to FrankBrosFuel.com and click on the "pay online" button and follow the easy step-by-step log-in instructions. Our website is encrypted for your safety and security. And with online access, you can go "paperless," which saves money and conserves resources.

While you're at our site, click on "contact" to let us know how we may serve you.



is the gas really green?

A new study from Cornell University pokes a big hole in the natural gas industry's "clean and green" claim. The study suggests that tapping unconventional sources of natural gas (such as the removal of natural gas from shale formations using hydraulic fracturing) will do more to heat up the planet than burning coal.

That's because planet-warming methane, the chief component of natural gas (and

methane emissions

natural gas systems

104.7

heating oil systems

28.8

Annual measurement in TgCO₂ equivalents (million metric tons CO₂)

a more potent greenhouse gas than CO₂) is escaping into the atmosphere in larger quantities than previously thought.

What's more, the U.S. Environmental Protection Agency recently **doubled** its estimates for the amount of methane that is vented or lost from natural gas distribution lines.

As you can see, **there are a lot of environmental concerns when it comes to natural gas**, so the next time you hear something about natural gas being green, take it all in with a large grain of salt.

What's **wrong** with these pictures?

Look closely at these photos to find some common comfort mistakes. You may recognize something similar in your home! Read the explanations to help make your home comfortable and safe—and save money too!



What's Wrong:

Your heating system pulls in air for combustion. If there's lint from a dryer or sawdust from a workshop in the room, this debris can be **pulled into your system too**. This reduces efficiency **and** creates a fire hazard.

Make It Right: Keep the area (including the air) around your furnace or boiler as clean as possible. Do not store any combustible materials near your heating system. Follow the manufacturer's recommendations for proper equipment maintenance.

What's Wrong:

The thermostat is **too close to the TV**, which generates heat. When the TV is on, the thermostat will not be able to tell the proper temperature of your house. The thermostat will be tricked into switching the heating (or cooling) system on and off at improper times. You won't feel comfortable and you'll waste fuel. Similar problems occur when a thermostat is near other sources of heat (like a computer) or exposed to a draft or sunlight.

Make It Right: Move the TV farther away from the thermostat. If that's not possible, relocate the thermostat.



What's Wrong:

Brrr! Your shower has just **run out of hot water!** Are you awake now?

Make It Right: People who are tired of their showers turning cold usually solve this problem by converting from their inefficient electric water heater to an oil-fired water heater. This gives them **all** the hot water they need—for much less than they paid when they heated their water with electricity. Water heating costs can be kept extremely low with an **indirect water heater**, which is an option if you heat your home with a boiler.

What's Wrong:

The thermostat setting is **too low**. When you drop your setting this low, you run the risk of frozen pipes.

Make It Right: Never set your thermostat below **60°**, even if you're going to be away from your home for a few days. Water pipes near outside walls or in unheated spaces are especially prone to freeze-ups. The risk increases if there are cracks in your home's foundation, which allows cold air to enter.



What's Wrong:

Burning scented candles can cause soot marks to appear on walls (and other places in your home). Known as **"ghosting,"** this cosmetic problem is often mistakenly blamed on the oil heating system. Properly maintained oil heating systems should **never** release soot into your home.

Make It Right: Burn candles that aren't in jars for better air flow. Extinguish a candle that flickers a lot. Burn the candle no more than four hours at a time. Keep wicks trimmed to about one-quarter inch. **Never** leave a burning candle unattended!



What's Wrong:

The red power switch for the heating system has been **turned off** accidentally, which is one of the most common reasons for a **"no-heat"** call. This is an easy mistake to make because it looks like a regular light switch.

Make It Right: Attach an easy-to-install **switch guard** to the heating system's power switch. This will keep the switch locked into the "on" position.





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Did you know Frank Bros. offers a wide range of products for increasing your comfort and reducing your energy costs?

Plus, Frank Bros. technicians are fully trained in installing, maintaining and repairing the kind of cutting-edge equipment that provides energy solutions. Here are just a few examples.

What it is: high-efficiency oil boiler

What it does: provides affordable, dependable and environmentally-friendly warmth

What it costs: starts at \$4,295 (Peerless)

Coollest thing: allows you to reduce your fuel costs by about one-third!



What it is: boiler control

What it does: reduces fuel consumption, burner maintenance and flue emissions, while extending system life

What it costs: starts at \$495

Coollest thing: manages boiler efficiency to reduce fuel consumption by 10% to 20%, and you don't lose an ounce of comfort



What it is: digital programmable thermostat

What it does: automatically lowers your home's temperature, at night when everyone is sleeping or during the day when everyone is away

What it costs: starts at \$125

Coollest thing: You save 1% on your annual heating bill for each degree you dial down, as long as the setback period is at least eight hours



ask the expert

Q: • What does it mean when you say you install equipment the right way?

A: Installing a new oil heating system the right way requires skilled technicians with specialized training. The biggest mistake people make when they purchase new equipment is choosing the wrong contractor. Some contractors will be glad to sell you equipment at a low price—but won't be available if your system doesn't work properly.

Or you may encounter a salesman who wants to sell you the "latest thing"—but won't tell you about design flaws that cause the system to work poorly.

Q: What kind of follow-up service do you provide after you install a system?

A: We call you after the installation to make sure everything is working well and that you are 100%

satisfied. All new systems come with a free service agreement so that you receive regular maintenance to keep your manufacturer's warranty valid.

You can count on us to help you choose the best system for your home. Please call us today to schedule a **FREE no-obligation consultation.**



Bob Koncelik, service manager