



Hot Tips

fall 2021

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

PERSONALLY SPEAKING

what makes us different from the rest?

Dear Friends,

Going out of our way for our neighbors and friends has been a part of our DNA since our founding 117 years ago! Despite more than a century of service to residents of southern Maine and the Seacoast region of New Hampshire, we believe that the trust of our customers is something we must earn and keep **every day**, with every heating fuel delivery, with every equipment installation and repair service, and with every call from a customer wanting help or advice, whether it's during business hours or in the middle of the night.

We give our customers peace of mind with services like automatic delivery, 24-hour emergency no-heat service, and 24-hour phone access, where a friendly local voice answers, not some



Mark Gagnon

stranger in a faraway call center.

And because we're family owned and locally based, we are deeply connected to the communities we serve. That connection manifests itself in the many ways our company and our staff serve our communities. Please visit the Community page of our website to see some of the organizations we've supported over the years.

In the meantime, if you need our help with a heating issue this fall or winter, remember that we are always on call for you.

Warmly,

Mark Gagnon, President

PS: **Congratulations to Dorothy Buell**, of Dover, NH. She was very happy to win a **\$500 Visa gift card** in our winter contest.

new biofuel made in Maine!

Biofine Developments Northeast Inc. of Bangor, recently announced that it has reached a tentative agreement to locate its new multiphase biofuels refinery on a former mill site in Lincoln, ME. The facility is expected to be operational in 2023.

Biofine will partner with Sprague Resources LP, of Portsmouth, NH, one of the largest distributors of **Bioheat® fuel**, which is a mix of traditional heating oil and biofuel.



Biofine will use its technology to convert woody fiber waste from lumber and paper mills into **ethyl levulinate**, which the company has branded **EL100**. The goal is to convert 100 tons of wood waste per day, which will result in an estimated three million gallons of ultra-clean heating oil each year.

The company reports that EL100 emits zero greenhouse gas emissions and, like Bioheat® fuel, it can be used safely with current home heating oil systems.

This is the latest example of the quest to find more eco-friendly renewable liquid fuels. The continued growth of Bioheat® fuel already results in a significant reduction of greenhouse-gas emissions!

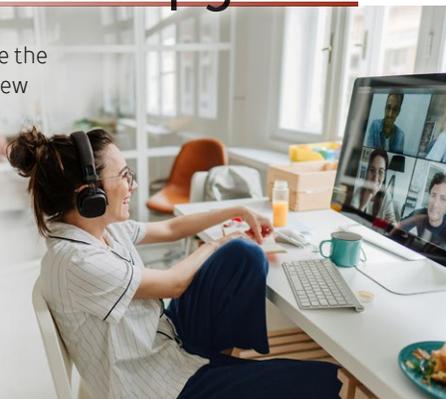
WIN a Home Office Upgrade

Still working from home? Here's your chance to create the home office you've always dreamed of. Whether it's a new desk or computer, the latest software, better lighting or improved organization, you get to choose!

Read this newsletter and answer the questions on the enclosed reply card, or go to PGagnon.com/contest to enter. All entries received by **1/19/22** with the correct answers will be entered into a drawing.

Create your dream office by winning this **\$1,500 prize!**

No purchase necessary. A purchase will not increase chance of winning. See PGagnon.com/contest for details.



please make us smile

Your feedback lets us know if we're meeting your expectations. If we're falling short, it helps us to improve. Please post your service experience on our Facebook page or your favorite review site. This is also a good way to let others know that we offer great value and service. Here are some recent posts that made us smile:

"Service was excellent! Technician was thorough and meticulous when cleaning and adjusting fireplace. It has never worked this well since we moved in, two years ago."

— Jon L.

"We love our new Energy Kinetics System 2000 boiler. Brian, Frank and the rest of the team did an outstanding job! Could not be happier with the install or the boiler. We can't believe how quiet it is. Thanks for doing a professional job for us."

— Terry K.

Ask the Expert

Q: Does automatic delivery cost me extra?

A: No. We provide automatic delivery as a free service. Our computerized system tracks your fuel-usage history as well as day-to-day temperatures, which we measure by heating degree-days. When your tank is about a quarter full, we'll deliver your fuel. No worries, no run-outs and no extra cost to you. For even greater accuracy, we may be able to install a **tank monitor** for you. Please call us for more details.



Dennis Charpentier
dispatcher

Q: What if my heating patterns change?

A: If you're getting automatic deliveries now and your heating patterns change, please let us know. For example, if a remodeling project has increased your home's size or you'll be away this winter, we need to know so that we can adjust the timing of your deliveries to reflect your increased, or decreased, need for fuel.

PGagnon
& Son, Inc
Your Comfort is Our Concern

215 Main Street
South Berwick, ME 03908



PRESORTED
STANDARD MAIL
US POSTAGE
PAID
DG3

leaving on a jet plane?

If you plan to be away during the heating season, you need to protect your home from breakdowns and deep freezes.

1. Invest in a **wireless smart thermostat**, which lets you use your phone to monitor your indoor temperatures while you're away.
2. Ask a **friend or neighbor to check your home regularly** — and work with us if we need to respond to an emergency. Please give us the friend's contact information so that we can reach them if we have an important update about service or a delivery.
3. Make arrangements to have your **driveway plowed** and the entrance cleared of snow and ice. That way our drivers or technicians can access your property.



Exciting news: All-new biofuel to be produced in Maine!