

Count on Carroll!

What's in Store This Winter?

Dear Friends,

AS THE WEATHER TURNS COLDER, it's hard not to think about last winter's extremes and wonder whether we're in for a repeat performance. If the answer is yes, you can be confident that you're in good hands.

Our goal is **100% customer satisfaction** every day of the year, but our commitment is really put to the test during "extreme weather" days. Back on Feb. 5, when **30 inches of snow** fell, we added a man to each one of our fuel trucks to help the driver pull the hose through the snow. We utilized a special six-wheel-drive vehicle to pull out trucks that got stuck in snow drifts. **Our team worked seven days a week, nonstop.** All the while, we were getting calls from customers of other fuel companies that were not making deliveries at all.

All hands were on deck at Carroll—including the three of us; John was putting on tire chains, Howard was behind the wheel of one of our trucks and Rick was shoveling snow and transporting employees back and forth to work.

It's part of our culture to do **whatever it takes** to take care of you. Many of you told us as much in the great response to the surveys we included in the last newsletter (see article at right).

We hope this gives you confidence as we enter this heating season. No matter what Mother Nature throws at us, you can "Count on Carroll."

Warmly,

Rick, John and Howard Phelps



Rick, John and Howard Phelps

We Value Your Opinion

THANK YOU TO THE HUNDREDS of you who returned your customer surveys. And congratulations to Connie H. of Whitehall, who won a **one-year supply of heating oil** in our survey drawing. We read each and every survey we get back, and we value every one of your suggestions for ways we can **keep getting better.**

For example, some of you told us that our service invoice was unclear, so we've made it more descriptive. Another customer asked us if we could break out separate charges on their SmartComfort statements. We thought this was a good idea as well, so as your Energy Savings

Agreement renews, you will see this change on your statements.

Again, we really appreciate your feedback—and **we thank you** for your kind words.

Catherine S. of Glen Burnie told us:

"You are an exceptional company and I am proud to be associated with you. Thank you for the great service you provide me."

Melvin L. of Baltimore wrote:

"In all the years I have been dealing with Carroll, I have always been completely satisfied with the service."

And Judi W. of Baltimore said:

"Carroll Fuel goes way beyond the call of duty, always goes the extra yard. You are the absolute best."

Win an iPad

Here's your chance to enjoy a 64GB Wi-Fi + 3G iPad! This new wireless tablet from Apple combines the best features of a smartphone and a laptop; it's great for browsing the web, reading e-books, watching movies, looking at photos and more. It's hard to believe a device so thin and light can pack so many features!

Read this newsletter and answer the questions you'll find on the enclosed reply card. Entries with correct answers received by 1/18/11 will be entered in a drawing. Two prizes will be awarded.

- **64GB** capacity
- **1.5** pounds
- only **0.5** inches thick
- **9.7**-inch LED backlit display
- a **multi-touch** screen
- **Wi-Fi** and **3G** connectivity

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

We've got an energy-efficient water heater for every home and every family.

A water heater is a perfect example of a home repair that can “hit without warning.” Most tank-type water heaters have a life expectancy of anywhere from seven to eleven years. But factors such as the “hardness” of your water or how many showers your family takes make it impossible to pin down how long your water heater will last.

Typically, the first sign that something's wrong is a flood in your basement or utility room, an event that's not only stressful but costly as well. If this happens, you won't have time to consider your choices before you buy, and you'll have to live with your decision for years to come. What's more, some options require a longer lead time. For example,

switching to certain types of gas water heaters may require your gas meter to be upgraded, and that can take weeks.

There really is a “right” water heater for every home, and the best time to explore your options is now, *before* there's an emergency. Below are four of our most popular choices, some of which qualify for the federal energy-efficiency **tax credit of up to \$1,500.** All of the models shown can be installed in just one day.

Don't wait for your water heater to fail. Call Carroll Home Services **today** for expert advice on choosing the right water heater for your family. And don't forget to ask about our **special 0% financing offer** when you call.

Tankless oil-fired efficiency for any family

- 88% efficient
- Continuous hot water on demand
- Lower water heating bills
- Low emissions
- Stainless steel heat exchanger for long life
- Space-saving design and flexible venting options
- 10-year warranty



A “workhorse” that's perfect for larger families

- Provides an abundant supply of hot water
- First-hour delivery of 180 gallons
- Patented heat exchanger heats water faster, uses less fuel
- Accurate temperature control
- Dual magnesium anode rods for longer tank life
- 5-year limited warranty
- Oil-fired



For ultimate efficiency and savings



- 98% efficient—qualifies for \$1,500 tax credit (*expires 12/31/10*)
- Continuous hot water on demand
- Stainless steel heat exchanger for long life
- Space-saving tankless design
- Low emissions, eco-friendly
- Easy installation, low operating cost
- 15-year warranty
- Natural gas or propane

Hybrid: electric water heat at half the energy cost!



- 30% federal tax credit (*expires 12/31/10*)
- Hybrid electric heat pump water heater
- More hot water, less energy
- Integrated heat pump
- Four modes: efficiency, hybrid, electric, vacation
- Large LCD touch pad for easy control
- Powered anode rod protects tank for life of heater



Yes, we do: heating • air conditioning • plumbing

But we also offer: natural gas conversions • water treatment systems indoor air quality solutions • geothermal • service agreements

And did you know... Carroll Home Services is a participating contractor for BGE's Smart Energy Savers ProgramSM.

For more information, go to www.carrollhomeservices.com.



John Neal
Service Supervisor

OUR EXPERT

“Why does my home feel dry—and what can I do about it?”

Q: Why does my home feel so dry in the winter?

A: Once the heat is switched on, the humidity level in your home goes down. This makes your skin, hair, throat and nose feel dry. When your nasal passages are dry, you are more susceptible to nosebleeds and infections; you are also more vulnerable to airborne viruses.

Q: What can I do about low humidity?

A: We can install a whole-house humidifier for you. Units equipped with automatic digital controls make it easy for the homeowner to maintain proper humidity for a healthier and more comfortable indoor environment. In addition, restoring the proper humidity will allow you to feel warmer at lower thermostat settings, which means you'll save on your heating bill.

Q: What are my options for a whole-house humidifier?

A: Depending on your home and the kind of heating system you have, we'll recommend either an **evaporative** humidifier or a **steam** humidifier. Both will provide relief from the symptoms of low humidity, but a steam humidifier is better for larger homes, and homes with special humidification needs. Steam would work best in homes with a lot of wood trim or wood flooring, or in homes with antiques and musical instruments.

Enjoy European Comfort and Efficiency

Cut Fuel Usage by up to 30%!



Buderus® boilers are designed in Europe, where fuel costs are higher and environmental regulations are more stringent. Every Buderus boiler is built to maximize the heating value of every ounce of fuel.

Buderus boilers:

- ▶ are newly redesigned for even greater heat output and efficiency.
- ▶ are Energy Star® rated, with AFUEs of 86% and higher.*
- ▶ are made with flexible corrosion-resistant cast iron.
- ▶ have integrated temperature monitors.

If your heating system is older, and you replace it with a Buderus boiler and a microprocessor-based temperature control, you can expect fuel savings of up to 30%. Carroll can help you choose the right boiler for your home. Call us today to schedule a comprehensive evaluation of your home heating system.

* AFUE: Annual Fuel Utilization Efficiency



For One Church, Carroll Was “Heaven Sent”

WHEN IT CAME TIME TO REPLACE the 52-year-old boiler at the Perry Hall Presbyterian Church last December, several companies bid on the job, but Carroll Home Services got the contract. According to church elder Marje L., working with Carroll turned out to be “a ‘wow experience’ for the whole congregation.”



In six months “we saved over \$4,000” compared with the previous year!

“Carroll made very precise recommendations in terms of equipment, and **they made it easy for me** to explain their proposal to the church board,” Marje says. “After we selected Carroll, they worked really hard to set up financing for us.”

Shortly after two Weil-McLain Ultra Gas Boilers were installed, some adjustments were needed and Marje contacted us. “**Carroll came out on a Sunday, and they were here within an hour of my call,**” she says. (Several congregants were so impressed, they later chose Carroll to install systems in their homes.)

The church achieved its goal of increased efficiency almost immediately. Marje figured that after 90 days, the church had saved more than \$2,600 compared with the same period a year earlier. “By June, we had saved **over \$4,000**, about one-sixth of what the new system cost us,” she says.

“Carroll’s customer service is **fantastic**. In this day and age, when good service is so rare, the **excellent service** that we received from Carroll is astonishing.”

Count on Carroll!

Have you seen our new website?

We've redesigned www.carrollfuel.com to make it even more useful and informative for our customers. Please visit our new site today and let us know what you think.



Ask Wendy

Q: Which way are heating oil prices headed?

A: There are so many factors that affect fuel prices—supply and demand, the economy, price speculation, to name a few—that it's virtually impossible to predict whether prices will rise or fall. Here's what we do know: NOAA* projects that it will be **5% colder than last year** in the Northeast this winter. When the weather is colder, heating oil consumption tends to increase. At the same time, the U.S. Energy Information Administration expects that heating oil prices will be **about 8% higher** this year than last. As a result, it is expected that it will cost the average oil-heated household in our area **about 12% more** to heat their home than last year.

Now that I have given you all of the "official" data, keep in mind that these are only projections, and that there are



Wendy Stepanoff
Customer Support Manager

always measures you can take in your home to contain or even **lower your energy costs**. We have lots of ideas on this, and we are always ready to share them with our customers.

Q: What's the best way to order fuel or pay my bill?

A: Sign up for **online access**. It's completely secure, and it gives you **24-hour access** to your account so you can check your transaction history, including charges, deliveries and payments. You can also save yourself time and postage by paying your bill online, or you can place a fuel order or make a service appointment. We use state-of-the-art encryption software to ensure that all of your information is **totally private**. To sign up now, just go to www.carrollfuel.com.

* National Oceanic and Atmospheric Administration

Make Bill-Paying Effortless and Get \$20

AFTER READING ABOUT **electronic funds transfers (EFT)** in our newsletter, Cheryl W. of Pasadena, Md. decided to give it a try. "I thought about all the other things I pay for online and I thought, why not heating oil? So I called Carroll and asked them how EFT works, and they explained to me how much it easier it would be," says Cheryl, "and they were right."

She continues, "I don't like paying bills late, and now my Carroll payment is **always on time**, thanks to EFT. My SmartComfort



payment is **automatically paid** directly from my checking account on the same day each month."

We like EFT because it simplifies our billing and cuts down on paper transactions. You'll like it because it makes your life easier. **And right now, you'll like it even more because we are giving new EFT customers a coupon for \$20 off their next fuel delivery.**

To learn more about EFT and how it can make your life easier, please give us a call.