

September 25, 2020



To Our Tracey Energy Customers:

Traditional get ready for heating season communications didn't feel quite right when there's little about 2020 that feels traditional. Instead, we thought you'd appreciate some updates on your heating oil company.

Almost 90! Still Local, Still Family-Run

Our family is even more conscious of buying local and supporting area businesses. Like so many of them (and many of you), we aren't part of a big corporation. We're just a hard-working family trying to provide excellent service and products. Tracey Energy has been part of greater New Haven for almost 90 years, thanks to customers like you (and perhaps your parents and grandparents!).



Safety Precautions

Our service technicians have been essential, front-line leaders in using [CDC guidelines for safety in doing their work](#), and you've trusted us to enter your homes and work on your equipment. **Thank you!** Rest assured, we will continue to use these safety precautions into the winter and for as long as necessary. And thank you to our many customers who are using automatic payment for contact-free bill payment. By calling us with your credit card information, or keeping it on file with our team, you save our employees from handling your envelopes and checks, which we really appreciate. Automatic bill-payment customers receive an additional 10 cents off per gallon of fuel oil, so there's a little something in it for you, too.

Environmental Responsibilities

Like you, we're concerned about our environment and the communities across the country dealing with fires, hurricanes, floods, and more. It's why we're committed to using the highest blend of [BioHeat heating oil](#) possible. Domestically produced, efficient and better for your heating system, BioHeat has an ultra-low sulfur content and produces very few greenhouse gas emissions. It's made from renewable resources, including plant oils, recycled fats, and even algae, making it one of the most sustainable fuels on the planet. It's a huge step forward for home heating fuel. [Facts about BioHeat](#)

Budgets Are More Important Than Ever

If you aren't already taking advantage of one of our Easy Pay Plans, this is the right time to check them out. They can help you with both pricing and spreading out your heating season payments. You can find [information on our website](#) or call our Customer Service team at 203-777-5747.

As we approach the heating season together, we'll take it a day at a time and hope we end the season in a much more "normal" place than where we are starting it. Continue to wear your mask, wash your hands, keep that social distancing going, and know we are doing all we can to keep you warm this winter.

With warm regards,

Jennifer Tracey Carlo
Ralph J. Carlo
Owners
Tracey Energy Services

www.TraceyEnergy.com

Proudly delivering environmentally friendly and domestically produced [BioHeat](#).

We follow all CDC guidelines for safety when servicing your home.

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