



Baby, It's Cold Outside!

December, 2024

Is Your Furnace Doing Its Job?

The last several days have been about as cold as the temperatures get in December. After a few years of mild weather – we know, because we have a business interest in tracking this stuff – seeing the thermometer dipping into the 20's and even teens has been a real change. Our industry gurus have said we should expect a “wet” winter, but not necessarily a snowy one. We'll need to see if they are right and if this cold-weather trend continues through the next few months.

When temperatures dip, furnaces work overtime. Rest assured, we are out delivering heating oil to keep your tank filled. Right now, oil prices are better than last year's, and we deliver Bioheat® fuel, a more environmentally responsible product that burns cleaner (see article below).

It's always worthwhile to provide tips on managing your fuel use, and our HVAC team is working hard to take care of any heating equipment issues our customers may face. If you don't have a service contract, we strongly recommend you get one. There are three different levels of coverage to fit your budget, and that plan will be essential if you face a heating system failure on a cold night.

As we head into the holiday season, we wish you warm and blessed celebrations.

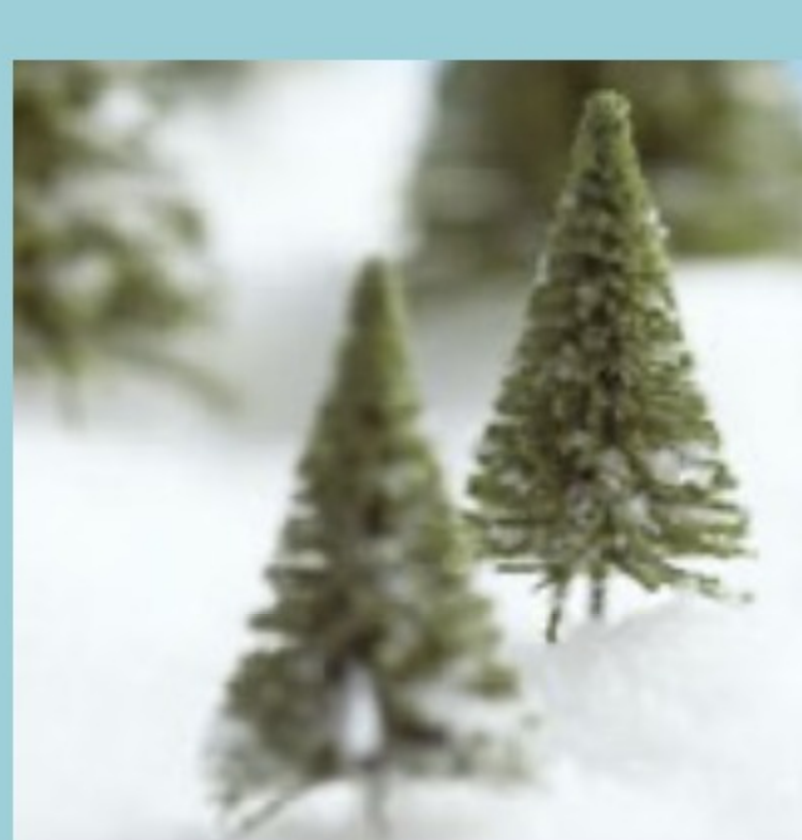
Best,
Jennifer Tracey Carlo
Ralph Carlo



Our Holiday Hours

Please note our holiday hours. And remember our answering service is available 24-7 for any emergency needs.

Wedn., Dec. 24 - 1 pm Close
Thurs., Dec. 25 - Closed
Wedn., Dec. 31 – 1pm Close
Thurs., Jan. 1 – Closed



Five Reasons Why a Comfortmaster™ Service Plan Isn't a Luxury

Is there any piece of equipment or an appliance in your home more consequential in the colder months than your furnace or boiler? If your heating system isn't working and the temperature outside is in the teens, 20's, 30's or 40's, you risk the safety of your family and pets, frozen pipes, and other hazards. For about a dollar a day, **Tracey Energy's three Comfortmaster™ service plan options** mean you have the experts and resources you need to ensure you are covered in an emergency.

5 reasons to add a service plan:

1. Whether you choose our Bronze, Silver or Gold plan, you're guaranteed same-day emergency service, seven days a week from October 15 – April 15 between the hours of 8 am – 6 pm* to protect vital system parts.
2. For any issues not included in our broad coverage, the Bronze plan provides a 20 percent discount and the Gold and Silver plans give you 100 percent coverage on labor and the parts covered under the plan.
3. All service plan options include an annual system inspection. This is the best way to ensure issues are caught before they affect your family or cause damages to your home.
4. All work is done by our professional, HVAC-trained team
5. With either service plan, add water heater coverage for seven cents more per day.

Compare our three plans and see which one fits your budget. And you can work the cost of the plan into your budget payment plan to pay for it over 11 months.

Call our customer service team today at 203-777-5747 to activate your service plan.

CALL NOW 203-777-5747



Yes, We Still Deliver the Best Fuel Oil

Most consumers focus on the price per gallon of heating oil. We get it: That's the part of the process that you can see. There's another part of this you can't see yet has a big impact: Tracey Energy's dedication to using **20-percent Bioheat® fuel oil**, the cleanest and most environmentally responsible fuel oil in Connecticut. Biofuel uses recycled oils to decrease the sulfur oxide emissions by 80 percent and bring down our carbon footprint. Connecticut mandates a 10-percent blend, but we continue to use a 20-percent blend. And because it burns cleaner, it's more efficient and better for your equipment. We believe it's important to do what we can to be responsible to our customers and our environment.



- **Include a separate check** donation made out to the YNHH Holiday Toy Closet with your heating oil payment. We will ensure it is delivered to the Toy Closet.
- **OR you can also drop off a toy** at our 325 Howard Street office.
- **OR purchase toys directly from this registry.**



There's still time to drop off a toy or send a check to support the Yale-New Haven Toy Closet. For over 27 years, Tracey Energy has supported this simple and wonderful program. The Toy Closet has distributed more than 150,000 toys to children throughout the Yale-New Haven hospital system, including the Children's Hospital, the emergency departments, and clinics.

Thank you for making a child's experience a little brighter.

If the Weather Outside is Frightful, It's So Delightful if There's a Shoveled Path!

Snow may be nice when you're home and can dreamily look out the window. The reality is many of us have work and drive in it for our jobs and to carry on our everyday lives. That's certainly the case for our oil delivery team and we are so appreciative when you take the time to clear a path to your oil pipe. It makes our job safer and more efficient. Thank you for your kindness and efforts on our behalf.



We Wish You a Merry Christmas, a Happy Festival of Lights, a Bright and Meaningful Kwanza

During this blessed and joy-filled season, we hope you will enjoy the company of family and friends, plentiful feasts, and happiness and health in 2025!

