



To Our Tracey Energy Customers:

As we continue to operate Tracey Energy under COVID-19 restrictions, we want to provide you with updates on your fuel deliveries and service. We understand that your home has become a place of refuge, and we're grateful for your patience and understanding as we adapt to a different way of keeping your home safe and comfortable.

- Fuel companies, including Tracey Energy, are part of Connecticut's essential services list. We will continue to be available to you 24 hours a day, seven days a week, and committed to continuing our essential services of fuel delivery, heating and cooling repair, maintenance and installation.
- Though our office is operational, we have closed it to the public for the safety of our staff. We are always available to you by phone (203-777-5747), directly by email at [info@traceyenergy.com](mailto:info@traceyenergy.com), and through the [www.traceyenergy.com](http://www.traceyenergy.com) website.
- Our service technicians and drivers continue to receive ongoing safety instructions based on CDC recommendations, and have been diligent in implementing them, including social distancing, wearing gloves, wiping down all tools and equipment with approved sanitizers, and monitoring their own health. We are grateful for their commitment to our customers.
- Service technicians working on the heating equipment in your basement have not been shown to be a COVID-19 risk for either you or the service technician. Therefore, now is actually a very good time to schedule your Annual Tune-up, equipment repairs or heating or cooling equipment installations. In most cases, our service technicians can enter through your basement, maintaining plenty of social distancing, and ensure your systems are operating efficiently. **Give us a call us at 203.777.5747 to schedule service. We will be contacting you as well.**

We thank you for your business and appreciate the support you've shown us. Reach out to us with any questions or concerns you may have as we navigate this together. Please continue to follow the quarantine guidelines to keep your family safe and know we will be doing our part to ensure your home is warm and comfortable.

Jennifer Tracey-Carlo and Ralph Carlo  
Owners