Premium Heating Oil & Licensed 24/7 Customer Service

CHAIR CITY OIL

Customer Handbook

2027

Chair City Oil & Heating
525 Main Street, Gardner, MA
(978) 632-4600 www.ccoil.com

Family Owned For Over 70 Years!

Chair City Oil Fact Sheet

Emergency Service – Call (978) 632-4600

Chair City Oil Inc
525 Main Street
Gardner, MA 01440

Call: (978) 632-4600
Fax: (978) 632-4601
Email: office@ccoil.com

Website www.chaircityoil.com or www.ccoil.com

Owners:	David Tourigny	david@ccoil.com
	Mike Tourigny	miket@ccoil.com
Manager:	Peter Tourigny	petert@ccoil.com
Office:	Pam, June, Destiny	office@ccoil.com

The current price for oil is always at the top of our website

Open Hours:

Winter Hours: Monday-Friday: 8 am - 5 pm (*Oct-May)*
Saturday: 8 am - 12 pm *(Nov-April)*
Sunday: closed

Summer Hours: Monday-Friday: 8 am - 4 pm
Saturday and Sunday: closed

Please call us at least one day before you need a delivery

Towns We Deliver To:	Delivery Day:
E.Templeton, Templeton, Phillipston	Monday
Winchendon and Ashburnham	Tuesday
Hubbardston	Wednesday
Otter River and Baldwinville	Thursday
Westminster	Friday

We deliver to Gardner everyday

Chair City Oil Customer Handbook

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This handbook is intended to help our customers understand the products, services, and benefits we offer. Use this as a reference on how to get the results you want.

As a free service you may request a courtesy 'Walk Through'.
One of our employees will meet you at your home, answer your questions in person, and explain your heating and oil system to you. He can point out switches and reset buttons as well as what to do if you ever have problems. Call our office (978) 632-4600 to schedule a FREE walk through.

We invite you to call or visit our office with any question or request you may have. Our web site at www.ccoil.com has more detailed information. Thank you for trusting us to keep you safe and comfortable.

Heating Oil Delivery

You always receive our best, Ultra2 premium heating oil. You can find the current cash discounted price at the top of our website's home page, our Facebook, or by calling our office.

Auto Delivery:
We can provide worry free automatic delivery. We monitor the weather and your home's usage to keep your tank from running low, year round. We deliver when your tank is between 1/4 and 1/2. A computerized meter ticket is provided for every delivery and you always get the best price when paid within 10 days or choose to pay by monthly budget plan (*see Payment Options*).

-Call our office if you would like us to deliver your oil automatically.-

Will Call for Delivery:
If you prefer to call us when you need a delivery, monitor your tank gauge and call our office, order fuel online or by smart phone app, or order at our office. For the best discounted price, when your tank is about ¼ full, order 150 gallons or more to receive a 20 cent per gallon discount when paid within 10 days. If you order less than 150 you receive a 10 cent per gallon discount when paid within 10 days. Orders less than 100 gallons are not discounted and are charged a fee.

Please call to order oil at least one day before your delivery day *(See inside cover).* Saturday morning deliveries are available in Gardner November through April. There is a fee for same day delivery if ordered after 12 for Gardner and after 10 on Saturdays and for other towns.

If your tank runs out of fuel, it will need to be primed to restart the heater. There is a fee if you request us to have the delivery driver restart your system if you are on Will Call.

FYI *The standard home basement tank holds about 250 gallons of oil. Your tank has a fill pipe outside that we connect to. A vent pipe is connected to a whistle in the top of the tank. When we put oil in your tank, the whistle sounds and when the whistle stops sounding we know the tank is full.*

Making a Payment

If you did not request charge privileges when you filled out a customer account application, your account is set up as 'Pay As You Go' and you will prepay for service and oil. If you are a homeowner, you may request charge privileges anytime by filling out our credit application on online or in person.

Payment Options:

During open hours our office accepts: cash, checks*, debit and credit cards (Mastercard, Visa, Discover), and Fuel Assistance. You can drop off a payment anytime using our mail slot (to the right of our office door). Payments can also be made anytime by card through our website or by using our MyCCOil phone app. *(see Online Account Access)*

Smart Pay Monthly Budget:

Every May we offer a monthly budget plan for oil. We estimate the annual usage and cost for oil and provide low, even, monthly budget payments, so you do not have to pay as the oil is delivered. This gives you the best discounted price when oil is delivered and you avoid high oil bills in the winter, when most of your oil is consumed.

Charge Accounts:**

Oil deliveries are billed at the daily charge price. When you make a payment within 10 days you are given our prompt pay discount (10 cents per gallon for 100+ gallons and 20 cents for 150+ gallons). Oil deliveries should be paid within 30 days and before you need another delivery. *Service work* is billed when completed and we ask you pay within 30 days. *Equipment Installation* cannot be financed by us and must be paid upon completion.

Fuel Assistance: We encourage anyone who needs assistance with buying heating oil to contact *(978) 342-4520* to apply. We are a qualified vendor and can bill and process any approved Fuel Assistance for Gardner residents. The program runs Nov-April.

**We require cash or credit card for the first charge. To pay with checks, we will need your driver's license number or SSN. Checks must be made out to Chair City Oil.*

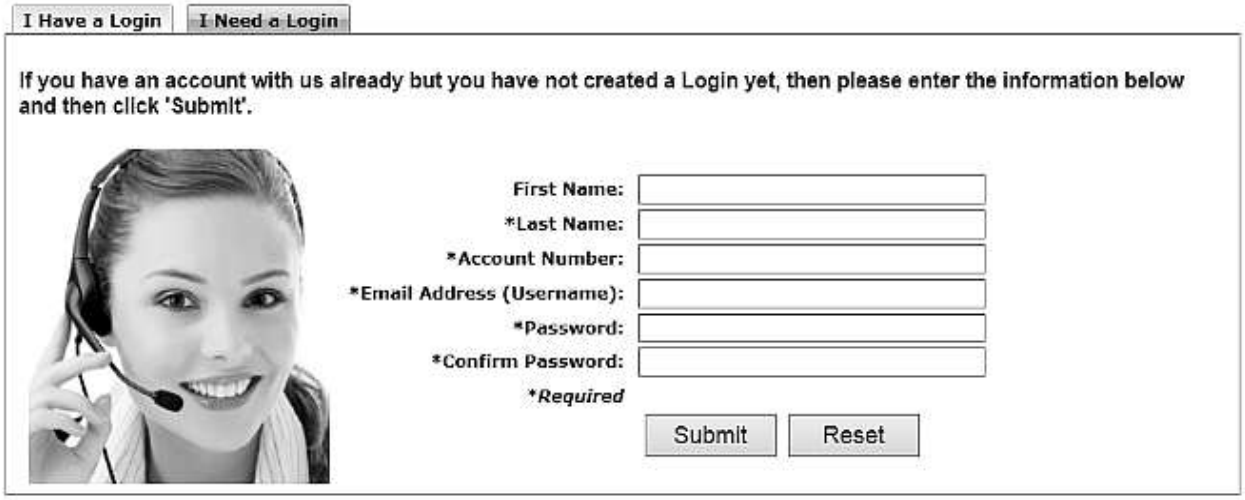
***If you requested charge privileges, we will notify you upon approval. Balances over 30 days are subject to a finance charge of 1.5% monthly.*

Online Account Access

You can access your account anytime and from anywhere you have internet. With this you have full access to your account information, transactions, balances, and payments. You can order fuel and make payments through your online account.

To Access Your Account Online:

- Open Chair City Oil's home page, www.ccoil.com
- Click on *Access you Account* on the top right corner.
- Click *Sign Up* and enter your login information. You'll also need to enter your account number, the last name on your account, an email address, and a password.
- Once you have signed up you will need your email and password to login in the future.



Enter the information requested and click the [Submit] button. That's it, you have access to your account 24/7.

* Be sure to remember the email you used, it is your Username, and remember your password. You will need both each time you wish to access your account in the future. If you ever lose your contact information and setup a new login you cannot reuse the same email address twice.

When your ready click here Login to Your Account now

MyCCOil Smart Phone App

Download our app for full account access with your smartphone or tablet. Search for 'MyCCOil' on the App Store or Google Play to get the latest version.

Log in using your username (your email) and password from our website's online account access. *(see Online Account Access)*

If you haven't created one you can sign up through the app:

- Open the MyCCOil App
- Click on "*Sign Up Instead?*"
- Enter your name, account number, email address, and desired password
- Click "*I agree to the new customer registration policy*", read through it, click the back "*Sign Up*" button, then agree by clicking the circle.
- Click the blue "*Sign Up*" button at the bottom of the app.

After you log in or sign up, you will have all the features and abilities of the online access from the convenience of your phone.

Our Website:

We have designed our website, www.chaircityoil.com to be a great resource of information for our customers. In addition to Online Account Access, you can learn about our company and fill out forms.

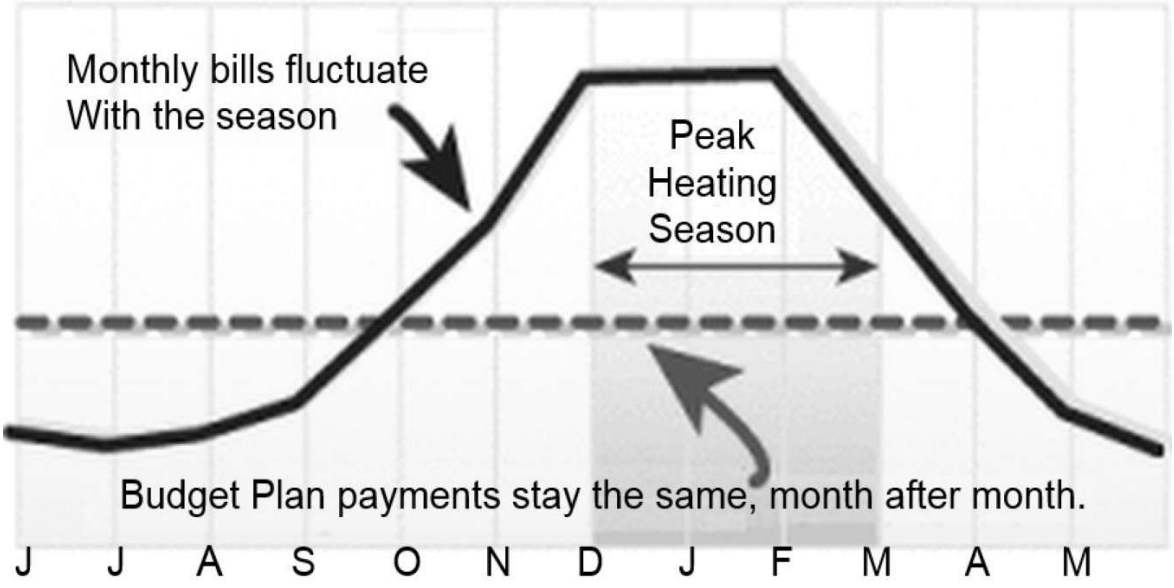
- Fill out our *Easy Customer Application* to apply for charge privileges.*
- See the current oil price (cash price for 150 gallons or more).
- Sign up for our newsletter.
- View and print system warranties.
- Read about the oil we use and heating systems we service.

**Charge privileges are only available for homeowners*

Smart Pay Monthly Budget Plans

<u>We can custom design a budget for you to help you manage your heating costs</u>

Because 75% of home heating oil consumption happens during the four months of winter, it can be hard on a household budget to pay large bills right around the holidays. To make payments more manageable, you have the option to sign up for one of our budget plans in May. Joining one of our plans divides your oil bills into even, monthly payments, so you never need to worry about large oil bills.



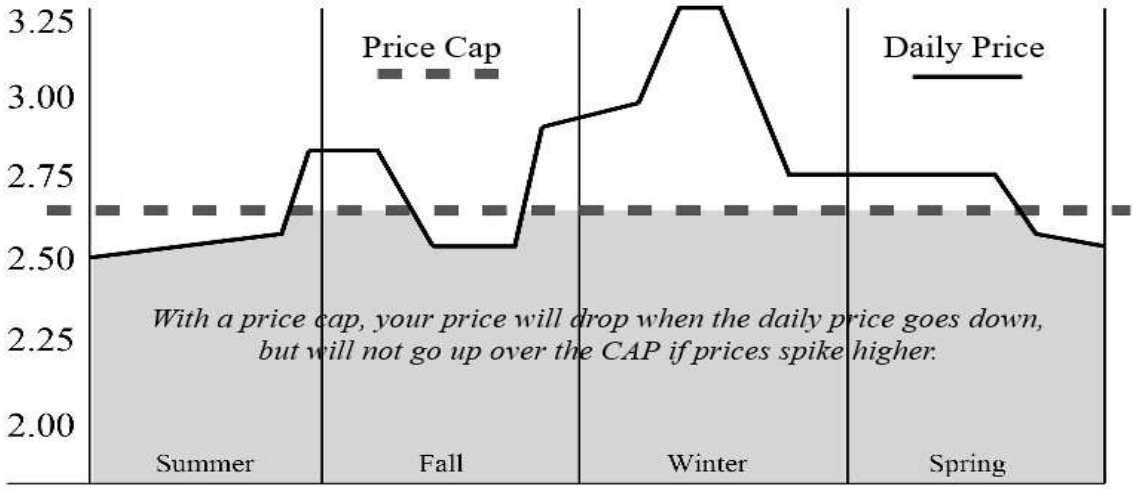
As a budget plan customer, you will always receive the best discounted price and have affordable monthly payment for oil.

It is important to begin a budget in May to get the maximum number of low monthly payments. We estimate the gallons you may use and the average expected prices for the coming year and divide the total into even, monthly payments. At the end of the budget, any credit balance remaining is yours. If your annual cost was higher you will need to pay the remaining balance or it can be included in next years budget.

BestPrice Protection Plans

There is no guarantee that prices won't rise during the winter. For your peace of mind, we offer a Price Protection Budget Plan

Add security to a budget plan by signing up for a plan with a "cap" price. If oil prices rise, you can be sure you won't have to pay more than the cap. If prices go down, you will always be paying the best price!* Budget Plans are available with 9 month or 12 month options.



Budget and Prepaid plan options are available. Information about our Price Protection Plans is on our website.

Try our useful online Budget Plan Calculator to see which option works best for you at ccoil.com/optioncalc/

**Our BestPrice cap price budget plans include a price protection fee. Plans without the cap price do not have a fee.*

Routine and Emergency Heating Service

Buying oil from us ensures that you will be taken care of, even if your system stops working in the middle of the night. We employ a team of full-time, licensed burner service technicians. We keep a full stock of repair and replacement parts for all common heat and hot water systems. Contact us to schedule routine maintenance or repairs. We are experts in the design, installation, and service of high efficiency heating systems. Contact us for a free, no obligation estimate.

Call (978) 632-4600 Anytime 24/7

Emergency Service:

During open office hours, our staff will promptly schedule and dispatch a technician to resolve your problem. After hours, our phones are answered by a professional service who will contact our on call employee. Our on call employee will promptly contact you directly and arrange to resolve your problem. After hour emergency service is available for no heat in cold weather, water or oil leaks, smoke or smells, or any issue you would like to discuss with a technician you feel cannot wait until our normal open hours.

Routine Service and Repairs:

Call our office during open hours to schedule services such as repairs, upgrades, and non emergency heat or hot water issues.

Annual Maintenance:

Heating system manufacturers recommend their equipment is professionally tuned and cleaned annually. A typical tune-up includes; new fuel nozzle, test all safety controls, flush and clean oil system, new oil filter, clean heat exchanger, run, efficiency tune and test. Call our office during open hours to request a cleaning.

The average annual tune-up and cleaning costs $220-$230
Licensed Technicians are billed at $139 per hour during open hours.
Emergency service after hours is billed at $208.50 per hour.
prices above effective 3/14/2025

Equipment Protection Plans:

We offer an optional insurance plan for additional peace of mind. Our Tank Shield Program is a simple way to add some security to your life and our Total Comfort Plan covers many services and parts that you may need. Read through our plans to see which one is right for you.

Tank Shield- Oil Tank Insurance Program:

Enrolling in our Tank Shield Program is an inexpensive way to take action to protect your oil storage tank. For an annual fee *($39.95 per tank)* you will not need to worry about your oil tank leaking. We treat your oil with corrosion inhibitors to prevent your tank from leaking oil. If your oil tank does leak, you will receive a new standard oil tank for free. *(Retail savings value of up to $700).**

Total Comfort Plan (TCP):

For an annual fee *($319+ depending on your number of zones and oil tanks)*, you will receive all of the following:

- Annual Cleaning and Tune-Up *($220-$230 Value)*
- Tank Shield - Oil Tank Insurance Program *(explained above, $39.95-$700 Value)**
- Extended Parts Protection
  - The majority of burner service calls will be done free of charge.
  - Many parts are covered under this plan *(visit our website for a list of covered parts).*
  - If you have a problem with a covered part, the cost of labor is covered in addition to the part.
- Emergency Burner Service
  - 24/7 emergency heating service will be covered in full for all extended parts covered.

**The cost of installation and replacement of tank are not covered. Our Tank Shield Program is only for eligible oil tanks.*

Equipment Installation

We design and install a complete line of high efficiency heat, hot water, and ductless AC equipment. Call us for a no obligation system evaluation and free estimates for any heating, hot water, oil tank, and ductless air conditioning upgrades and renovations.

Boilers:

Steam and Hot Water Boilers last 30 to 40 years. In most cases generous rebates and lower operating costs make replacing old boilers an economical solution. Modern boilers are much more efficient and dependable.

Furnaces:

Warm air heaters (furnaces) last 20 to 30 years. Over the last 15 years, improvements in blower motors and retention burners have made modern furnaces more efficient, they provide more comfort then ever.

Indirect Hot Water Heaters:

If you have a steam or hot water boiler with a tankless hot water coil, installing an Indirect Hot Water Heater is a great upgrade. You not only get virtually unlimited hot water, it costs less to operate! Rebates may be available and we have stainless steel tanks with a lifetime warranty.

Oil Tanks:

Oil tanks last 40 to 60 years. Old tanks can develop tiny leaks. Don't panic! Call us, we can help. The tank needs to be replaced, but we can usually install a temporary patch and schedule a replacement without ever interrupting your heat and hot water.

Ductless Mini Split Air Conditioning:

We have been installing Haier Ductless Air Conditioning systems for years. They are efficient, whisper quiet, and comfortable. These systems can have multiple zones and are suitable for installing in most existing homes.

Energy Efficient Home

Making your home efficient, safe, and more comfortable is the best investment.

Ways to Make Your Home Energy Efficient:

- Be sure you have ample insulation in your walls and attic.
- Eliminate any drafts.
- Cover or replace drafty windows.
- Turn the heat down as low as comfortable and keep it low when not its needed for 4 hours or more.
- Be sure to get an annual tune-up for your heating system to keep it running efficiently.
- Update any old equipment
- Update your thermostat to an ENERGY STAR qualified programmable one.

MAKE SURE YOU DON'T USE YOUR COOKING STOVE TO HEAT YOUR HOME. It's very dangerous, expensive, and doesn't do an efficient job. It's also bad for the stove. Wood and pellet heating stoves are just two of the many alternative heaters you may choose – make sure to follow the manufacturer's installation and operating instructions to be sure you are using them safely.

FAQ's

Q. What should I do if I have no heat or hot water?

A. Before you call us, check a few things. Check to be sure the switches are on, there is an emergency switch upstairs or near the cellar door, usually with a red switch plate. There is also a switch at the heater. Check the electric breaker box to see if it has tripped the breaker. If everything is on, check the oil tank gauge – do not bother tapping the tank, they always sound empty. If it is empty you need to call for a delivery AND request it to be primed to restart it. If the switches are on and you have oil you should RESET the burner control. Press the reset button once. If the system starts and runs fine you can let it go. If it does not start, starts hard, or has to be reset again, call us to determine and resolve the problem. If you do not know where your switches and reset are you can call us for a free walk through where we will explain your system to you.

Q. How do you know when to deliver oil automatically?

A. Our computerized delivery system monitors the weather and your home's usage factor. It takes a few delivery fill ups for us to calculate an accurate usage factor, and as time goes on the system gets more accurate. We program the scheduling to fill your tank when it is between ¼ and ½ so you always have an ample reserve on hand.

Q. Is all heating oil the same?

A. NO! All Heating oil must meet many minimum standards. Since 1970 heating oil has continually improved. Today's heating oil is 95% cleaner. At Chair City Oil we take it one step further and treat every gallon we purchase with Ultra2 Premium Additive. We start with ultra low sulfur heating oil and treat with Ultra2 additive to control lubrication, metal corrosion, stability, and moisture. It will burn cleaner and more efficiently than regular heating oil. It's better for your system and the environment. Our oil is blended right at our bulk plant, every gallon we deliver is Premium Ultra2 heating oil.

We treat all our customers like warm friends!

Our High Quality Heating Oil

Since 2004, Chair City Oil has delivered ULTRA2 Premium BioHeating Oil to all our customers.

ULTRA2 is specially treated with a proprietary additive to create a premium heating oil which is more stable, less corrosive, burns cleaner and more efficiently than regular oil, reducing service calls and saving our customers money.

There is a difference in the heating oil you can purchase for your home.

ULTRA2BIO Premium BioHeating Oil is a proprietary blend of our ULTRA2 premium low sulfur home heating oil with BioHeat, a biodegradable, organic product refined from renewable sources such as soybean or palm oil.

Better for the environment and your heating system, we sell ULTRA2BIO Premium Low Sulfur BioHeating Oil for the SAME PRICE as other oil companies charge for dirtier, less efficient regular fuel oil.

BioFuel

We Treat Our Customers Like Warm Friends

“I am super impressed! Thank you for going out of your way to help me! I will be a lifelong customer.”
-Amy L.

“We have used Chair City Oil in our family for over 30 years. My parents had them for many years and now we use them for our house. We never use anyone else. The whole company treats people like family.”
-Kathy M.

“I changed oil companies from another local company to Chair City Oil. They are way ahead of the competition in every way. Their customer service is exceptional. The receptionists are very friendly and make you feel like more than a number. The service technicians are very knowledgeable, flexible and quick.”
-Derek B.

“Amazing customer service and super friendly staff - this is by far the best oil company around!”
-Jennifer W.