

Customer Care Quarterly

Celebrating 76 years

James Devaney

FUEL COMPANY

We deliver comfort.

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Exceeding expectations one satisfied customer at a time.

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New Boiler See back page for details.

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Customer Care Quarterly

James Devaney Fuel Company, Inc.

Winter 2011



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From The President's Desk:

Dear Friends,

The record amounts of snow we have received during the last several weeks have made it a very stressful start to the New Year. Here at James Devaney Fuel we have been working day and night to ensure your tanks are full and your homes are warm and comfortable. I extend my greatest appreciation and thanks to all my employees who have remained committed to making sure each and every one of our customer's needs and concerns are met.

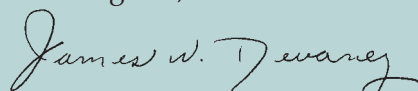
It goes without saying that this winter season has proved to be a true test of everyone's patience. We've experienced longer commutes, dangerous driving conditions, and hours and hours of shoveling the endless mounds of snow. The people of New England should be commended for their ability and will to keep chugging along through the worst of conditions.

2011 has brought more than just record amounts of snow. Unfortunately, prices have been on the rise and it's not just affecting us, these increases are happening around the globe. Whether it is the price of food, gasoline, or heating oil, the global economy has been negatively affected by this upward trend. With both economic and political factors at play these increases have left consumers feeling the pinch. Energy bills have increased and although there isn't much anyone can do about the price, I want to remind everyone that there are ways to reduce your energy bills. Conservation makes a big difference and you may be surprised at how much you can save simply by turning your thermostat down a degree or two or opening shades to let in the sun's natural warmth. If you go to our website, www.jamesdevaneyfuel.com, there are many more conservation tips listed to help you save.

I would also like to remind anyone who is having difficulty paying their heating bills that we are here to help in any way possible. We have an excellent staff that is more than happy to arrange a payment plan to help ease the burden of increasing heating costs and to help you stay warm during this cold winter. Everyone's circumstances are different, but with a payment plan in place you will be able to pay your heating bills in increments which can be a huge help to anyone's financial situation.

Thanks so much for your continuing business and all the best for 2011. Spring is on the way!

Warm Regards,



James W. Devaney, President

In the Spotlight: Customer Care Representatives



Here are the faces that go with the voices you hear when you call us. Meet our Customer Care Representatives; left to right, back row **Beverly, Janet, Roberta and Rosalie**, left to right front row, **Laurel, Pat and Jennifer**. These wonderful ladies answer customer phone calls, set up oil deliveries, schedule and bill service work, maintain customer account information, manage our fuel assistance program, help out with dispatching in our Emergency Service Department, greet our customers that come to the office...the list goes on and on. During the warm weather months they call and send cards to remind you about your annual tune-up, do lots of "summer projects" and take much-deserved vacations.

As a group, these women have a combined total of over 100 years of experience in this business. There is no automated phone system on the planet that can compete with their ability to help you, our customers!

Celebrating 76 Years of Delivering Comfort.

Product Feature: The Vitorond 100 Boiler

An affordable heating solution with proven Viessmann quality and performance.

Efficient by Design

The Vitorond 100, with its triple-pass heat exchanger, is designed to achieve a high level of efficiency while providing exceptional comfort. Unlike single-pass boilers, the Vitorond 100 guides the flue gasses through the heat exchanger three times, allowing the greatest amount of heat extraction to be achieved. This design significantly increases the efficiency of the boiler and results in excellent fuel utilization, reducing emissions and your heating cost. In fact, if your boiler is more than 20 years old, you can expect to save as much as 30% on your heating costs with a new Vitorond 100 boiler with Vitotronic Control.

Control Your Comfort

Select an easy-to-use room thermostat or, for greater control and additional energy savings, choose a Vitotronic system control. Unlike conventional boilers, which operate at a consistently high boiler water temperature, the Vitorond 100 with Vitotronic control adjusts the boiler water to outdoor temperatures, boosting efficiency while keeping your home comfortable at all times. The Vitotronic control even allows for safe, low-temperature operation by protecting the heat exchanger against condensation and potential damage. This means your boiler uses less fuel, reducing your energy consumption and heating bill.

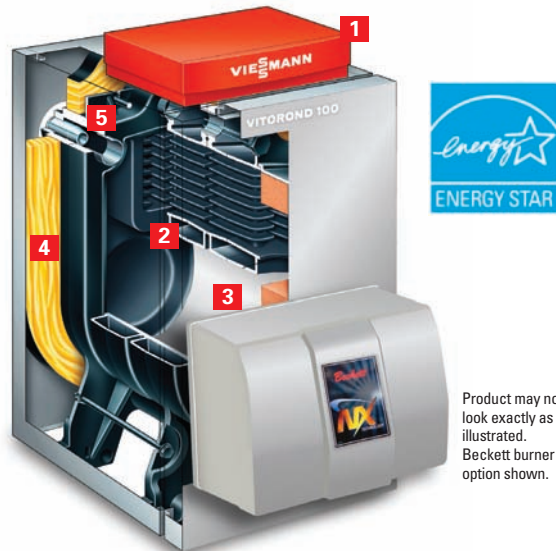
Convenience All Around

The Vitorond 100 is your ideal choice for an economical retrofit of your heating system. Thanks to its compact, space-saving design, the Vitorond 100 is easy to install even in older homes with narrow entrances and small boiler rooms. And with the direct vent option, the Vitorond 100 (up to model VR1-33) does not require a chimney or combustion air supply opening for even greater installation flexibility. The full-swing left- or right-hinged combustion chamber door and easy-to-clean flue gas passageways make service and maintenance fast and trouble free.

Call today for a no cost, no obligation estimate.

VIESSMANN

climate of innovation



Product may not look exactly as illustrated. Beckett burner option shown.

- 1 Vitotronic control unit (optional)
- 2 Triple-pass heat exchanger
- 3 Stainless steel combustion chamber insert
- 4 Highly-effective 3 1/2" thermal insulation
- 5 Boiler return injector (with Vitotronic control)

It's easier than ever to manage your account online...

Log onto our website at www.jamesdevaneyfuel.com

Click on **My Account**, set your password, and

- View up to date account information
- Pay your bill online
- Order an oil delivery
- Request a system tune-up
- Request an estimate for new heating, hot water or air conditioning equipment
- Request automatic credit card payment
- Request paperless billing
- Request a budget

Click on **Contact Us** for all other issues and we'll be sure to respond in a timely manner.





Do you have a monster living in your basement? A monster that year after year wastes your energy and eats your money? This isn't any ordinary monster we are talking about it is your old, inefficient boiler and in today's age of rising energy costs it is more important than ever to upgrade your heating equipment to a high efficiency model. That is why James Devaney Fuel is

proud to announce our first ever **Oldest Boiler Contest**. In our continued commitment to energy conservation James Devaney Fuel will be giving away a new high efficiency oil boiler or furnace to one lucky homeowner. If you think you have the oldest boiler simply take an electronic photo of your heating equipment, go to www.jamesdevaneyfuel.com click on the **Oldest Boiler Contest** link, follow the instructions and you will be instantly entered to win a modern high efficiency boiler or furnace.

Did you know? Upgrading your heating equipment to a modern, high efficiency boiler or furnace can reduce fuel consumption and fuel costs by up to 40%.

Visit our facebook page by clicking the link found at www.jamesdevaneyfuel.com to view all participant entries. Check out your competition, and see if we have posted your photo.

Don't have an electronic photo or access to the internet? Stop by our office to pick up an entry form or give us a call and we'll mail it to you. Good Luck!

Be kind to your oil driver!



Please be sure that the path to your fill pipe is clear and that your fill pipe is visible.

Our drivers thank you!!

If you have a water heater or heating system that vents to the outside of your house, not into a chimney, be sure to keep the vent clear of snow and ice. A blocked vent could cause danger of carbon monoxide.



For more information about our full line of products and services, contact James Devaney Fuel Company at 1-866-964-8383 or visit us online at www.jamesdevaneyfuel.com

James Devaney

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**24 hr. Emergency
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"Customer Care Quarterly" is a free, quarterly publication intended to inform and educate consumers about heating and cooling products with a focus on energy conservation. ©2010 James Devaney Fuel Company, Inc. All Rights Reserved.

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Graphic Design & Printing:

Oliveri & Associates, Inc.