



GREEN Ideas

Energy Tips for Our Customers

Heating Rules for NYC Building Managers & Landlords — It's the Law!

From October 1 through May 31 (heating season), New York City building owners and landlords must maintain indoor temperatures of at least 68°F between 6:00 a.m. and 10:00 p.m. when the outside temperature is below 55°F, and at least 62°F between 10:00 p.m. and 6:00 a.m. Additionally, hot water must be available at a constant minimum temperature of 120°F year-round. Failure to do so can result in a complaint and/or penalties from the NYC Housing Preservation and Development.

We Have the Solution to Volatile Energy Prices!

World conflicts. Domestic inflation. The prices at your local gas pump. And, on top of all that, last winter's extreme weather conditions! It seems that as soon as energy prices go down, they go right back up again!

But **we know a great way of dealing with volatile energy prices — and you're already enjoying it: our full service.**

Our company's HVAC services increase the value of every drop of Bioheat® fuel we deliver to your home. You will save energy and money this winter and many winters to come with services* such as:

- Automatic fuel delivery
- Payment plans
- Heating equipment installations & repairs
- Expert conservation advice
- Periodic maintenance
- Service contracts
- Emergency service

You can rest assured that we are doing everything we can to help combat volatile energy prices ... make your home comfort more affordable ... and ensure your peace of mind this heating season.

**Not all fuel dealers offer all these full-service benefits. Please check with your dealer.*



Cleaner Energy Starts in New York!

The New York State Energy Coalition (NYSEC) — the organization your fuel dealer partners with to bring you this newsletter — has always led the charge for biofuel standards in New York City.

As of July 2025, all heating oil in New York State contains at least 10% biodiesel fuel (B10), and this blend will increase to B20 Bioheat® fuel by 2030. Higher fuel blends with renewable biodiesel will help move our state closer to our net-zero emissions goal by 2040.

Many New York City heating oil dealers are already delivering B20, Bioheat® fuel blended with 20% renewable biodiesel, and even higher blends.

In addition to cleaner performance, heating equipment protection, and environmental advantages, higher Bioheat® fuel blends offer two additional benefits:

- Customers using higher blends of Bioheat® fuel are entitled to a **New York State Clean Heating Fuel tax credit** worth up to 20 cents per gallon (calculated as 1 cent per percentage of biodiesel per gallon)
- Bioheat® customers are already welcoming the arrival of **the first UL-listed B100 burners and boilers** that run on 100% renewable biodiesel.

Thanks to increasing biofuel standards and the individuals who work hard to make those standards possible, the future is bright for cleaner energy in New York City.



What Is Periodic Maintenance?



Just as you might go to your doctor periodically for a checkup to make sure your body is healthy, periodic heating system maintenance helps to ensure that your boiler or furnace is “healthy” and problem-free, too.

What are the benefits of periodic maintenance?

Periodic maintenance of your boiler or furnace will:

- Keep your heating equipment running at peak efficiency
- Find and fix small problems before they become big, budget-busting emergencies!
- Reduce your annual energy costs by up to five percent
- Provide a more comfortable home
- Extend the lifespan of your system!

Here’s another good reason for a periodic maintenance: **if you’re enrolled in our heating oil equipment service plan, you’ve already paid for it!**

What happens during periodic maintenance?

One of our licensed, expert technicians will visit your home to inspect, clean, and test vital heating system parts and ensure safe and efficient heating system operation. Standard maintenance covers:

- Checking the thermostat
- Cleaning burners and sensors
- Testing electrical controls
- Replacing air filters (for furnaces)

Why New Heating Equipment Matters Now More Than Ever

Given today’s volatile energy prices, you want a heating system that gives its all!

There are good reasons why we encourage you to **consider upgrading your boiler, burner, or furnace, especially if your current heating equipment is over 15 years old.**



Modern boilers and furnaces are better than ever — with efficiency ratings up to 95%, thanks to improved features like:

- Condensing technology
- Modulating burners
- Variable-speed motors
- Sealed combustion
- Smart controls.

Upgrading to a new heating system can result in energy savings of up to 40%. Plus, the latest heating equipment is more quiet, compact, and eco-friendly.

New heating equipment is the surest way for you to conserve fuel, reduce your environmental impact, and protect yourself against today’s energy price spikes. Call us today for your FREE in-home upgrade consultation.

Third Party Notification:

A Small Act That Could Make a Difference in Someone’s Life

In New York State, all heating fuel customers have the option of selecting an alternate contact person in the event that their energy provider can’t reach them. This is especially important for older residents who have trouble hearing the phone or remembering if they paid their bills. If you’d like to set up third party notification for a neighbor or family member, please let us know. The third party will not be responsible for paying the customer’s bills.



For Safety’s Sake, Turn Back and Test!



Smoke and CO Detectors

On Sunday, November 1, at 2:00 a.m., we’ll be turning those clocks back one hour. It’s also a great time for our customers to test their smoke alarms and carbon

monoxide detectors. In addition,

batteries in battery-operated alarms should be changed every six months, and the time change is a great way to remember.

Heating Systems

Don’t let your heating system play tricks on you — test it now before the heating season begins and you’ll be treated to satisfying comfort all winter long.

1. Make sure the emergency switch is in the “on” position and turn up the thermostat at least 10 degrees higher than the actual room temperature. ? (There may be two: one at the stairs and one at the boiler.)
2. Next, listen carefully. Within a few minutes you should hear your equipment hum into action.
3. If the equipment doesn’t start up, press the reset button on your burner’s relay **JUST ONCE.**

If your system still doesn’t start:

- Did the fuse or circuit breaker for your equipment trip?
- Is the thermostat set properly?
- Is there oil in the tank?

If your boiler or furnaces still won’t start, call us so we can identify and fix any issues.

IMPORTANT NOTICE: Repairing a boiler or furnace is not a do-it-yourself job. Instead, call us for service immediately!