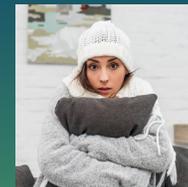




- » **We're Here To Help You Navigate Your Energy Needs**
- » **Community Connection: The Key Program, Inc.**



Our Payment Plan Options



What To Do If Your Heating Doesn't Work

Do Your Part. Fight Against Climate Change. Choose Bioheat® Plus Fuel.

According to the United Nations, greenhouse gas concentrations are the highest they have been in 2 million years, emissions are rising and the last decade was the warmest on record. There's no doubt that climate change is impacting our world and threatening our way of life, but there are still ways for individuals to do their part in slowing it down. That's one reason more households are switching to Bioheat® Plus fuel—an environmentally responsible alternative to conventional heating oil.

Made by blending ultra-low sulfur heating oil with renewable biodiesel, Bioheat® Plus fuel helps keep our neighborhoods cleaner and

greener by reducing pollution and improving heating system efficiency. If you rely on us to heat your home, you're already using Bioheat® Plus fuel—but how well do you know its environmental benefits?

Let's take a deeper look at how this green fuel helps you do your part in the fight against climate change:

- The biodiesel used to make Bioheat® fuel comes from renewable and domestically produced agricultural byproducts such as soybean oil, used cooking oil, fats and more.
- Bioheat® Plus fuel reduces emissions of sulfur oxide, carbon dioxide, particulate matter and mercury.

2022

- Bioheat® Plus fuel has fewer harmful emissions than natural gas over a 20-year period and is made from net-zero carbon biodiesel.
- Bioheat® Plus fuel is the only liquid heating fuel that can lower its carbon emissions.

Green is not just the color of our trucks and our logo—it represents our ongoing commitment to providing our customers with smart, sustainable home comfort and energy solutions. We provide Bioheat® Plus fuel because it's the right thing to do for our customers, our community and the Earth. If you're not currently partnered with us to heat your home, and if you want to become greener, call us today at 800-343-8829 to get started.

We're Here To Help You Navigate Your Energy Needs During Uncertain Times

I hope this message finds you and your family well as we approach another winter season. Although the entire energy landscape has undergone extreme volatility in the last eight months with the ongoing war in Ukraine causing unprecedented price increases across all sectors, we are hopeful that things will stabilize in the near future as fuel prices trend lower. One thing that remains consistent is our commitment to our customers. We are here to help you navigate your energy needs during these challenging and uncertain times.

Purchasing Options

Give the office a call or visit our website to explore the many ways we are working to give you options that best fit your family's energy needs. As we approach the heating season, we offer budget plans, service plans, our prepay

step-in program (available through November 30) and automatic delivery—all different ways to help keep you more financially comfortable this winter.

Bioheat® Clean Energy

We continue to be one of the few companies in the area that delivers an environmentally friendly fuel enhanced with a premium additive package to keep your equipment cleaner and save you money over time. Bioheat® allows us to decrease our dependence on fossil fuels, which is good for our customers and the environment.

Software Update

Since we are always recommending to our customers to invest in their equipment when it has passed its useful life, we have taken a bit of our own advice. This fall, we are implementing

a new software program to provide an enhanced experience for you. It will provide you with remote access to your account, upgraded options to pay bills and the ability to order oil and request service online. If you opt in, we'll be able to email your statements and invoices, saving on paper. If you have not already shared your email with us, please do, so we can keep you informed of the progress of our upgrade and let you know when our e-billing system is available. Please be patient with us as we work through the inevitable quirks that a new system might bring. When all is said and done, we are confident that it will be a better user experience for you.

Though we may not know what this winter will bring, we do know for sure that we are prepared and ready to serve you.



Warm Regards,

Ted Noonan

President,
Noonan Energy

Heating System Not Working? Take These Steps.

Winter is approaching fast—do you know if your home's heating system is working properly? If you turned on your heat and you're not warming up, take these steps and see if your problem resolves:

- **Make Sure You Have Enough Fuel:** Check the gauge on your fuel storage tank to make sure it's not empty, as there are many factors that could leave you with less fuel than you expected.
- **Check the Settings on Your Thermostat:** Make sure your thermostat is set at the temperature you want with the correct seasonal setting.
- **Inspect Your Filters:** Regularly replacing or cleaning your unit's air filter is necessary for effective operation, as buildup inside the system can restrict airflow.
- **Check the Circuit Breaker:** The circuit breaker for your heating system may have tripped, so check to see if it's on. If it's not, reset the breaker.
- **Turn Switches to On Position:** It might sound obvious, but check to see if all system and emergency switches are on. If they are on and your system is



not working, press the reset button on your system only once.

Tried all these steps and still don't have heat? Call us for help.

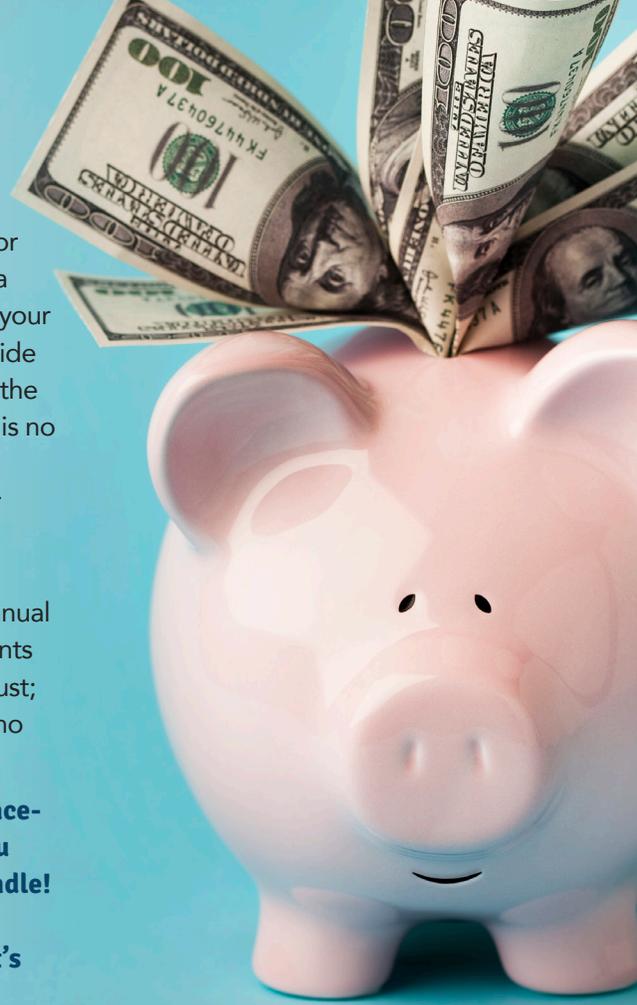
Our 4 Payment Plan Options

Everyone wants to save money on their heating fuel, but the ups and downs of weather and fuel prices can be unpredictable and affect your wallet. Luckily, we offer four payment plan options that are simply the best way we know to control your heating costs and protect your family's budget:

- **Pre-Pay Plan:** Purchase fuel in advance of the heating season at a fixed price. Since your locked-in price will not vary, you won't have to think about heating costs for another year.
- **Fixed Price Budget Pre-Pay Plan:** Like the Pre-Pay Plan, with this plan, you can contract for a specific number of gallons at a fixed price for the heating season. Instead of paying upfront, you will pay for oil in five equal monthly installments.

- **12-Month Budget Plan:** Pay for the entire heating season over a 12-month period. We estimate your total annual heating bill and divide your payments up equally over the course of the year. (Note: there is no fixed price set with this plan.)
- **10-Month Budget Plan:** Your anticipated yearly fuel cost is divided into 10 equal monthly payments. We estimate your annual oil use and divide it into payments beginning in either July or August; it's your choice. (Note: there is no fixed price set with this plan.)

These payment plans provide peace-of-mind protection that costs you nothing and could save you a bundle! Give us a call and we'll help you determine the payment plan that's right for you.



Community Connection The Key Program, Inc.

Everyone needs a solid support system in life to reach their fullest potential, so that's why we are proud to support the western Massachusetts regional office of The Key Program based in Springfield. Since 1974, Key has worked to fill in the gaps in services for youth and families who are involved with the juvenile justice, child welfare, mental health and educational systems.

With a stated mission to "assist children and their families in

developing positive life skills so they may pursue productive and rewarding lives," Key works to deliver quality care and meet the individual needs of its participants in residential and non-residential settings. In addition to providing a culturally competent and diversity-aware system of care, Key uses a strength-based, trauma-informed approach to give those they work with the best services possible.

You can support Key's mission by volunteering or attending their local events, the details of which can be found online at key.org.

Call Us For Your Plumbing Needs!

As the Pioneer Valley's premier home comfort provider, we tend to more than just your home heating and cooling—we offer complete plumbing services, too! Our plumbers are available Monday–Friday 7:30 a.m.–4 p.m. for scheduled consultations and inspections. We also have the capacity to do some same-day emergency service.

We offer repairs and installations of:

- Toilets
- Faucets
- Dishwashers
- Garbage Disposals
- Tub and Shower Valves
- Kitchen and Vanity Sinks

Don't hesitate to turn to our experts for all your plumbing needs. Call us today.

2022 Newsletter



NoonanEnergy.com
800-343-8829

Springfield | Amherst
Palmer | Westfield



Join the Noonan Team!

If your job satisfaction runs hot and cold, it may be time for something more comfortable—like a rewarding position with us! We have immediate openings for experienced drivers and HVAC technicians. Enjoy great benefits and competitive pay, not to mention the support of some awesome coworkers. Learn more and apply today at NoonanEnergy.com!



Review Us and You Could Win \$100!

We're delighted to have you as a customer and are determined to provide exceptional customer service. If we do, we hope you'll spread the word and leave us a review on Google, Facebook or Yelp. We'll pick one reviewer in January who will receive a \$100 credit on their next bill for fuel, service, electrical work or plumbing.



86 Robbins Road
Springfield, MA 01104



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