

# NOONAN NEWS

## 2020



Bioheat Paves the Way to NetZero



Help with Home Improvements



## Home Comfort More Important than Ever this Winter

The pandemic presented us with numerous challenges over the course of 2020, many of which seem likely to continue indefinitely. Our homes have had to serve as so much more—schools, offices, gyms, coffee shops and even staycation destinations. Through it all, we're proud that Noonan Energy found safe and creative ways to roll with the punches and offer you uninterrupted services for your home comfort.

We saw record low fuel prices this year and hope you took advantage of our offer to lock in savings with our Pre-Payment Plan. If you didn't, it's not too late,

and we also offer a variety of other payment plans for every budget. Our expertise extends well beyond fuel delivery, however. We also offer professional heating and cooling solutions, and comprehensive electrical and plumbing services, making us your one source for home comfort.

We don't know what this winter will hold, but we've made it as easy as possible for you to get what you need efficiently and safely. Visit our website at [noonanenergy.com](http://noonanenergy.com) to request a delivery, set up automatic deliveries, choose a payment plan that works for your budget, make a payment and more.

**If you have any questions, feel free to give us a call: 800-343-8829. We're here when you need us!**

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# Rising to the Challenge... Together



*Ted Noonan*

President, Noonan Energy

While 2020 has thrown us a few curveballs, there is one thing we know for sure here in New England: winter is coming. And at Noonan Energy, we want to help make sure you are well-prepared to weather winter in comfort.

We are constantly evaluating our situation regarding the pandemic to ensure the safety of our customers and team members. Currently:

- We have recently reopened our offices while still maintaining options to reduce personal contact for those who prefer. We are requiring all visitors to wear a mask, and limiting our office to 1 visitor at a time. We apologize for any inconvenience this may cause, and thank you for your understanding and patience during this time.
- Our staff is available by phone between 8 AM–5 PM for questions, service requests or to take credit card payments. Our answering service also remains available for after-hours emergencies.
- Our fuel delivery operations continue as normal, and we have guidelines in place so our techs can provide heating and air conditioning service and installations, as well as electrical and plumbing services, while avoiding personal contact to the extent possible.
- In addition to accepting credit card payment by phone, you can also make payments online through our website or using the drop boxes/mail slots outside of our offices, which we check several times a day.

Our family has seen a lot of changes and challenges over the last 130 years, not the least of which is the coronavirus pandemic this year. Through it all, we focus on providing exceptional customer service and a commitment to our community. We are grateful for the dedication of Noonan's essential employees, the commitment of front-line workers throughout our community, and for your understanding and cooperation during this tumultuous year.

**As always, we look forward to serving you.**

## Celebrating 130 Years of Service

In 1890, Timothy F. Noonan, son of Irish immigrants, began the proud tradition of business ownership for the Noonan family. This year, we are celebrating 130 years in business, a milestone we reached by providing exceptional service to you, our loyal customers.

Just as energy demands and resources continually change, we have grown and evolved. Over the years, we've expanded our service areas and product offerings considerably to provide you with a variety of home comfort services and programs to help you affordably maintain both your home's energy efficiency and your family's comfort.

Since our founding, we have continuously looked for the best ways to serve our customers. We're proud to know that our reputation is built on trust that comes from delivering well over a century of old-fashioned service combined with modern technology.

To learn more about our history and evolution to Noonan Energy, now under its fifth generation of Noonan family leadership, visit [noonanenergy.com/about-us](https://noonanenergy.com/about-us).

## Why Is Ollie Laughing?

What can you catch with your eyes closed?

*A cold!*





## Bioheat Paving the Way to NetZero

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At their national summit in September, the National Energy & Fuels Institute (NEFI) of which Noonan is a long-time member, and Kearney, a global management consulting firm, solidified their plan for the heating oil industry to reach NetZero by 2050, and biofuel plays a starring role in the transition. The industry plans to deliver a blend of 20% biofuel by 2023, 50% by 2030, and 100% renewable fuel by 2050. This will eliminate fossil energy from heating oil, making it a renewable fuel.

At Noonan Energy, our Bioheat® Plus fuel is made by blending ultra-low sulfur heating oil with renewable biodiesel. As our customer, you have been heating your home or business with a B10 Blend of renewable and sustainable Bioheat® Plus and reaping the benefits, including:

- lower carbon emissions
- more reliable performance
- improved fuel efficiency
- reduced sediment buildup
- better and faster home heating

Noonan was a pioneer in our region when it comes to Bioheat, and we pledge to always lead the way with higher blends on the Road to NetZero.

**To learn more, visit [noonanenergy.com/fuel-delivery/bioheat](https://noonanenergy.com/fuel-delivery/bioheat).**

## Community Connection Supporting Our Neighbors during the Pandemic

While we usually feature one organization in our newsletter, this year's exceptional circumstances increased the need for support across many areas. We were happy to lend assistance totaling more than \$10,000 to a dozen organizations this year, including the Food Bank of Western Massachusetts. Knowing the devastation food insecurity can cause for families, especially critical during the pandemic, we hope you'll join us in donating to this worthwhile organization.

**We encourage you to share your support with local, deserving organizations as well. When we come together as a community, amazing things happen!**



## Making Home Improvements? We Can Help

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The pandemic and quarantine has turned the attention of many homeowners to home improvement and repair projects. If you are one of them, remember you can count on us for full service electrical and plumbing projects. From installing extra outlets in a new home office, to plumbing for a new bath or even a full kitchen renovation, call on our professionals to help you get the job done right.



# The first time\* you use the Noonan Energy Electrical Division!

To schedule an appointment, call 800-343-8829. Estimates are always free!

\*Some restrictions apply.



# 2020 Newsletter



NoonanEnergy.com  
800-343-8829

Springfield | Amherst  
Palmer | Westfield

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 if you are so inclined, leave us a review on Facebook, Google or Yelp.



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