

Tasse's

PREMIUM FUELS & HOME COMFORT SOLUTIONS.



Summer 2011 | Volume 5

Thinking ahead saves money

The warm weather is finally here and the record snow and brutal cold has faded in our memories. So why is it the perfect time to talk about the 2011-2012 winter heating oil season? There is a strong consensus that speculators have played an outsized role in the oil price extremes we have seen in recent years. As a result, homeowners have experienced the whipsaw effect of increased costs.

To help our customers make decisions that are likely to pay off, we are offering the following plans:

- The Fixed Price Program: Your fuel price is fixed at one set price throughout the heating season. If prices go up, your cost is untouched.
- Price Cap Protection: The program protects you on the downside. Your price is guaranteed not to rise above a set "cap price," no matter how much fuel prices rise. And if prices go down, your price will drop, too.

To view details of our price protection and money-saving service plans, visit our web site, tassespriceoptions.com. No Internet access? No problem. Just give us a call or come down to Tasse's at 37 Hook Street in Southbridge and we'll be happy to go through the plans with you.

INSIDE
plumbing & DIY
helpful reminders
ask emma

"I'm really pleased with how well the price protection has worked out for me this year. I saved hundreds of dollars when the price of oil went up. I just wanted to let you know that I'm really glad I signed up."

Tasse's
PREMIUM FUELS & HOME COMFORT SOLUTIONS.

37 Hook Street + P.O. Box 683 + Southbridge, MA 01550

How to Read Your Budget Statement



Your monthly statement includes a lot of information about your account, such as your starting balance, current budget payment or regular payment, recent oil delivery date, including gallons delivered and dollars charged, service charges (if applicable), and your ending balance. Your budget payment may need to be increased depending on the price of fuel and the plan you contracted, or sometimes a budget payment may be skipped if you are carrying a large credit. You know you are carrying a credit if your ending balance shows a negative amount.

STATEMENT
Budget Account

Budget Amount	525.00	
Budget Past Due	0.00	05/24/11
Non Budget Amount	165.00	
Pay This Amount	630.00	A02105

Pay on-line at: www.tasses.com

Loc	Date	Reference #	Gallons	Description	Price	Amount	Balance
00	04/01/11	0		OPENING BAL		172.73	172.73
00	04/06/11	321347	174.8	FUEL OIL	3.84000	671.23	843.96
00	04/15/11	129172		BURNER SERVICE		306.00	848.96
00	04/22/11	0		BUDGET PAY		-525.00	423.96
00	04/29/11	905006		PAYMENT		-25.00	398.96

***** PAY YOUR BILLS RIGHT ON OUR WEBSITE *****

SPRING CLEANING TIME IS HERE... CALL TO GET SERVICE DONE
BUDGET PAYMENT IS DUE BY THE 15th OF THE MONTH THANK YOU!

Current	30 Days	60 Days	90 Days	120 Days	FIC Rpt	Balance
0.00	398.96	0.00	0.00	0.00	0.00	398.96

A FINANCE CHARGE at a rate of 1.5% per month (ANNUAL PERCENTAGE RATE: 18%) is applied to the previous balance after deducting payments and credits. There will be a \$30 charge for each returned check.

A02105 PAUL ADAMS

Pay on-line at: www.tasses.com

Tasse's
37 Hook St
PO Box 683
Southbridge MA 01550
800-344-2266

****Budget Account****

Budget Amount	525.00
Budget Past Due	0.00
Non Budget Amount	165.00
Pay This Amount	630.00

Have questions about your statement? Call Leigh...she'll be happy to help you.

800-344-2260

Book your furnace cleaning before August 31, 2011* and save \$10 off your total! The summer is the ideal time to clean your furnace — before the heating season begins. A clean furnace runs more efficiently and safely, and it's important to maintain your equipment. So book now and save!

Call 1.800.344.2260 or visit tasses.com



\$10 credit
for going paperless



Sign up for paperless billing and get a \$10 credit on your account towards a future purchase. Save money and the environment.

Email us at info@tasses.com and mention this coupon.

We'll mail you back to confirm your enrollment and institute your credit.

*Must be scheduled on or before August 31, 2011

Did you know...

Tasse's began as a plumbing and heating company? More than 50 years later, you can still rely on Tasse's for the largest installations and smallest repair jobs. Our plumbers are fully licensed, trained, and ready to help you.

- Water heater repairs and installations
- Detection and repair of leaks
- Water filtration
- Well pump installations
- Water piping installation or repair
- Installation of toilets, tubs, sinks, faucets and fixtures
- Installation of backflow devices



Fancy yourself a DIYer? We can help you with bathroom ideas, design and remodel plans, as well as kitchen ideas and design inspiration.

Visit our bath and kitchen showroom. We carry the finest supplies, parts, repair kits, and fixtures from Delta, Moen, Kohler, Toto, and American Standard. And, unlike the big box stores, we are a full service center.

Free estimates for new home and remodeling projects!
800.344.2260



Visit our showroom at 37 Hook Street for inspiration and DIY tips from our staff.

"We want to thank you from the bottom of our hearts for all your team has done for us over the past three years we've owned our home. We are especially grateful for your quickness in getting our recent plumbing issues dealt with to improve the value of our home for a future buyer."

More Information from Tasse's

Fuel assistance programs

— Having trouble paying your fuel bill? Call us! There are resources that include fuel assistance programs depending on the county or state in which you reside. Other resources include the REAS Foundation in Sturbridge and Charlton, and S.E.F.A. in Southbridge. Your local senior center may have other contacts too.

Reminder!

September 30, 2011 is the deadline for upgrading your fuel line. State law requires homeowners who use oil heat to upgrade their heating system to prevent leaks from tanks and pipes by installing oil safety valves or protective sleeves. The law applies to one- to four-unit residences heated with oil. Owners can be subject to fines for not complying with the new law. Unsure if you are in compliance? Give us a call!

Burn Clean With Greenburn Technology



— Tasse's has long been at the forefront of the "Go Green" movement. Tasse's made the switch to biofuel, a blend of traditional heating oil and pure biodiesel in 2005, three years before the legislation

was introduced. Why? It simply makes sense. The Greenburn clean-burning formula reduces emissions, provides more efficient combustion, keeps nozzles and filters cleaner — resulting in fewer replacements — and ensures your fuel stays fresher longer.

TANK-GUARD®

— The best oil tank warranty available! Last year, several of our customers' oil tanks needed to be replaced unexpectedly and these families were suddenly faced with bills of about \$2,200. Had their tanks been covered by the TANK-GUARD Oil Tank Protection Program, they would have been replaced for free. And with our comprehensive TANK-GUARD Program, your tank will be treated with an effective corrosion inhibitor. TANK-GUARD gives you peace of mind for just pennies a day.



"The oil tank at my office needed immediate attention — thankfully I had purchased TANKGUARD. Instead of paying thousands of dollars for a new tank, I only paid \$50 for a permit to put in the new one. The entire cost of the tank and hook up was free. Thank goodness Tasse's had recommended TANKGUARD"



800.344.2260
tasses.com



FUEL OIL

- Budget and pre-paid plans available
- Automatic delivery
- Delivery schedule:

M – Southbridge
T – Brimfield, Holland and Wales
W – Charlton, Oxford, Dudley, Webster and CT
T – Sturbridge, Fiskdale
F – Kero, Diesel, Gas
All customers in all towns



HEATING

- Installation and service:
 - oil burners
 - furnaces
 - oil tanks
- Scul-Tel™ monitor



PLUMBING

- Showroom sales for kitchen and baths
- Inside sales for plumbing services
- Free estimates for new and remodeling projects
- Installation and service:
 - water heaters
 - filtration systems
 - well pumps
 - water pipes
 - backflow devices



AIR CONDITIONING

- Installation and service:
 - heat pumps
 - central air
- Commercial refrigeration service

24-hour service

Ask
Emma

This column, named for our friendly 9-year old Labrador Retriever, is dedicated to answering customer's questions.



Send your questions to: askemma@tasses.com

Do you know of any home energy solutions that can save me some money?

I sure do! First, let me suggest that you get a free MassSave audit from National Grid. MassSave offers several programs, including interest free loans for heating system upgrades; rebates and tax credits may be available too! Visit their web site, www.masssave.com, for the latest incentives and rebate information.

I also highly recommend the System 2000 from Energy Kinetics. The System 2000 will upgrade your existing water heater and boiler, furnace or heat pump to a single high efficiency system. Tasse's likes the System 2000 because it is engineered to deliver high performance and exceptional fuel efficiency and economy. Best of all, it was designed for use with conventional heat and hot water systems for homes, buildings, pools, spas, snow melt systems, and more!



ship and save. keep near your phone for a handy reference.

