

WINTER 2012

TRACEY

# ENERGY CONNECTION

*Feel How Warm Your Oil Company Can Be*

203-777-5747

www.traceyenergy.com

*From Our Family to Yours*

## At Tracey Energy, We're All about Friends

Happy New Year to all! We've received a lot of wonderful feedback from our new "Friend Us" referral program – welcome to all our new customers who have joined because of it.

We're happy to share our "friendly" comfort advice on our new website, [TraceyEnergy.com](http://TraceyEnergy.com), as well as on our new Facebook page – [Facebook.com/TraceyEnergy](http://Facebook.com/TraceyEnergy) – where we seem to have lots of new friends.

Tracey Energy has always been known as **the friendly comfort company**. Ever since we started delivering oil to our neighbors in the City Point section of New Haven, folks have counted on us, not just for fuel, but for warm, personal service. Our customers who have switched to Tracey have told us that there's a sense of caring they find here that you just won't find at another heating oil company ... and especially not at the large, impersonal utilities!

As we begin a new year, we would like to **thank you for your friendship – and we hope you continue to tell your friends about us.**

Warmly Yours,

*Jennifer A. Tracey-Carlo    Ralph J. Carlo*

### If You Go on Vacation this Winter

*Are You Leaving Home for an Extended Period This Winter? Read This!*

**Cold weather can cause water pipes in your home to freeze and burst –** something our "snowbird" customers should especially consider! Before you go away ...

- **Insulate exposed pipes** in your home's crawl spaces and attic
- **Seal leaks** that allow cold air inside where pipes are located
- **Open cabinet doors** to allow heat to get to uninsulated pipes under sinks
- **Disconnect garden hoses** and, if possible, use an indoor valve to shut off and drain water from pipes leading to outside faucets.

Also, before you leave, **set the thermostat no lower than 55°** and ask a neighbor to check your house daily.

### Tell Your Friends about Tracey

Call or email us, or use Facebook to tell your friends to sign up as a new Tracey Energy customer. You'll get \$75 for each referral who signs up as a new customer, and each friend you refer will get \$100 in free Oilheat.



## Our New Website Is a Hit! TraceyEnergy.com

It's a site to see ... the new and improved TraceyEnergy.com!

- "My Account" – our easy-to-use account lookup section
- Online bill payment
- Comprehensive product and service descriptions
- Helpful conservation advice
- Special EnergyPlus electric page
- Exclusive online promotions

facebook

WIN!

"Like" our new Facebook page from now until January 15 and be eligible to win a NEW Kindle Fire\* (a \$199 value).

You'll find: Contests • Promotions • Special offers • Conservation advice

\*Winner will be chosen on 1/17/12 via random drawing. No purchase necessary to enter and win. Actual product may vary.

## SPECIAL "DOUBLE PLAY" OFFER! SAVE UP TO \$10.00!

- 1 \$5.00 account credit when you register for "My Account" at TraceyEnergy.com
- 2 \$5.00 account credit when you "like" us on Facebook

Expires 2/29/12. Restrictions apply. Not valid with any other offers. Please call for details.





325 Howard Avenue  
 New Haven, CT 06519  
**203-777-5747**  
**www.traceyenergy.com**

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 HOD # 242



## Thank You for Clearing a Path to Your Fill Pipe

We want to thank all our customers who have helped us by shoveling and maintaining a path to their oil fill pipes. You make it easier for our drivers to deliver to your home when they don't have to step over piles of snow or risk slipping on ice. Remember, your safety is always our prime concern. If you are a senior citizen or have medical issues, please don't do anything that might put your health at risk.

### And Speaking of Snow ...

When a rare October snowstorm knocked out power to our customers, many of you referred to information on our website on how to reset your heating systems once the power returned. At Tracey Energy, we're here to keep you warm, comfortable, safe and secure – no matter what. If you have experienced other storm-related damage where we can be of service, or have any questions regarding your heating system, please do not hesitate to call us.

### Don't Listen to What the Gas Utilities Tell You!

You may see or hear ads about the benefits of switching to gas – or your neighbors may tell you it's a great idea. We want you to know the truth – Oilheat is cleaner, and more efficient, economical and environmentally friendly than gas heat. Plus, Oilheat – and Tracey Energy – gives you the full service that the natural gas utility is unable to offer.

Rather than converting to natural gas, upgrade your existing Oilheat system to a lean, mean, clean, green machine that could save you up to 40% in energy costs! To learn more about the dangers of natural gas the utilities are keeping under wraps, visit [AmericanEnergyCoalition.org](http://AmericanEnergyCoalition.org).

### Tracey Energy Jumble Contest Winner

**Louis B.** of Cheshire is the winner of a \$100 gift card. Congratulations! Now, everyone has **another chance to win – enter our contest at right!**

### Tracey Energy Jumble

Below, you'll find three mixed-up words that appear in this newsletter. Simply unscramble and rearrange the words, clip and return this entry form to the address below by February 29, 2012, and you'll be entered into a drawing to win a \$100 gift card! No purchase necessary to enter and win. Good luck!

ERALERFR

COOKBEAF

THOMASRETT

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_



**Mail back to:** Tracey Energy  
 325 Howard Avenue, New Haven, CT 06519