

PEOPLE'S Power & Light

✦ Green Electricity Products

✦ Heating Oil Buying Network

✦ Energy Efficiency

✦ Advocacy for Consumers and the Environment

NOV 2010

TIME FOR A TUNE-UP?

If you are unsure, chances are the answer is “yes.” It’s important to have a tune-up performed on your oil-heating equipment every year in order to ensure that your system is operating safely and efficiently. Your People’s Power & Light oil dealer can arrange for your tune-up, which is likely to cost around \$100-\$150. If you’re interested, we can provide you with a list of items that should be included as a part of the tune-up.

In addition, be sure to ask your technician about the age and efficiency (either AFUE or combustion efficiency) of your system. If your system has a combustion efficiency of 80% or less or if the AFUE is 70% or less, we recommend that you consider replacing your system. There are a number of incentives available to National Grid electric customers in RI (even if you heat your home with oil). In addition to a 30% federal tax credit available if the new heating system is ENERGY STAR-qualified. In order to be eligible for all of the National Grid rebates, you must first request and receive

an EnergyWise home energy assessment. You can learn more about National Grid’s rebates and the home energy assessment by visiting www.powerofaction.com/rienergywise or by calling (888) 633-7947. If you choose to replace your system, we recommend that you request 3 separate bids, and that you specify that each bid include ENERGY STAR-qualified heating equipment.

If your system is fairly efficient, however, there are more cost effective ways of saving energy. These include air sealing and insulating your home. Part of the EnergyWise energy assessment mentioned above is an evaluation of your home’s draftiness and insulation. Your home energy advisor may also be able to tell you about rebates and other



Many homes lack adequate insulation or have gaps that need air sealing.

incentives that can help reduce the cost of insulating and sealing your home to make a great return on your investment. If you have questions, feel free to give us a call. PP&L is here to help you reduce your energy costs, not only to reduce the price you pay for oil, but also by helping you reduce the amount of oil you consume. ✦

WITH SOME COMPETITION, PEOPLE'S POWER & LIGHT CONTINUES TO BRING FAIR DEALS TO MEMBERS

For our members who joined during the 2008-09 heating season, during which People’s Power & Light members saved an average of 40 cents per gallon compared to other full-service dealers throughout the state, this year may be somewhat disappointing. While the prices that our members may be charged by our dealer network are strictly limited, our competition – dealers who are not affiliated with People’s Power & Light –

seem to be temporarily changing the way they price. Given the current financial situation, consumers are searching harder and longer than ever for the best deal. And many dealers who were 40 cents above People’s Power & Light’s price in December 2008 are now operating on lower profits than ever before so that they can regain some market share.

In addition to the fact that more consumers are shopping, dealers are

seeing their overall volumes fall because consumers are conserving. For example, the average People’s Power & Light member used about 50 fewer gallons last heating season than they used the year before. Experts report the same trends within the entire heating oil industry. People’s Power & Light members are still getting a fair deal but we must admit – over the last few months, it has not always been the best deal. During our 28

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PEOPLE'S POWER & LIGHT'S MEMBER OF THE YEAR

JENNIFER ADLER BUYS HER OIL WISELY WHILE THINKING GREEN

Jennifer Adler is a star of a member. She joined our Discount Heating Oil Service in 2004 and the following year joined our renewable energy service, *New England GreenStart*™. She has referred members to our oil buyers group and to *GreenStart* who, until this very day still participate. "People's Power & Light is right on!" says Jennifer. When she began to purchase oil for her new home she asked herself what she could do that was environmentally friendly and would displace her use of oil. *New England GreenStart* was the answer; why not feel good about your electricity! This member even thinks green when running her small web based businesses (www.survivalbydesign.net and www.survivaldesigncards.com), "We recycle anything including ideas!" Jennifer and her colleagues joke.

When it comes to our oil service and the oil dealer that we've linked her up with, according to Jennifer, the program is "very seamless". They are highly reliable as an oil provider, providing good service with "no bumps on the road". She hasn't experienced any different treatment from her dealer for being a People's Power & Light member and buying discounted oil. She is looked upon as any other customer and treated with the same great level of customer service. In her

own words, Adler says that she "has never felt like she belongs to a separate entity". When Jennifer contacts her dealer to ask for her PP&L price, there's simply no hassle, which reinforces to her what a simple, reliable program it is. "You maintain a relationship with the oil dealer as you normally would, but the price per gallon of oil averages out to be below the state average", explains Adler. She's currently relying on her old heating system and is relieved to know that our Discount Heating Oil Service is saving her money "now" that she'll be able to put later on towards replacing her heating system. Jennifer even looks forward to purchasing bio-diesel for her home in the near future.



In April Jennifer Adler traded her 13 year old Corolla for an eco-friendly Toyota Prius!

Adler is grateful that PP&L helps her save money on her heating costs during the coldest months of the winter while helping her combat today's environmental crisis. ✨

SPREAD THE WORD

GET \$50 FOR REFERRALS



As a small nonprofit with a big mission, we rely on the help of our friends to spread the word about Discount Heating Oil. So we are asking you to ask your friends and family to sign up for the program.

Every member who brings in a new member will receive \$50 when the new member takes their first delivery of a tank of oil, as long as it is within one year of your referral.

FREE ENERGY ASSESSMENTS STATEWIDE FOR RI RESIDENTS HEATING WITH OIL

RI residents who heat with oil, propane, or other "deliverable fuels" can now request a free home energy assessment through National Grid's EnergyWise program at 1-888-633-7947 or www.powerofaction.com/rienergywise. According to the RI Office of Energy Resources, the energy assessment will recommend weatherization measures that may include: Insulation of attics, walls, floors, ducts and pipes; Air and duct sealing; Attic ventilation; Installation of programmable thermostats; Replacement of heating systems over 15 years old and/or replacement of water heaters over 10 years old.

Once the home energy assessment is complete, residents will be able to select

If you qualify for Fuel Assistance you can get your home weatherized completely for free through the low-income weatherization program available via your local your local Community Action Agency (which you can find by dialing 211 or checking www.energy.ri.gov/lowincome/cap.php).

If you rent, your landlord will have to apply, but your income level may help your landlord qualify. Weatherization will make your home more affordable and efficient, and it will also help your landlord. Weatherization repairs will increase the value and longevity of the building and reduces tenant turnover. Talk to your landlord today!

one of nine pre-qualified contractors (listed at www.powerofaction.com/media/pdf/RI_contr_list.pdf) to perform any of the weatherization measures, or any RI Licensed HVAC contractor (such as your oil dealer) for the heating system work. Residents can receive rebates on

25% of the total cost of recommended energy efficiency improvements for a maximum of \$2,250 per home after the work is completed.

Remember energy conservation saves money! ✨

HEATING OIL MEMBERSHIP RENEWAL FORM

IMPORTANT NOTES

1. You can check the status of your membership by visiting our Members Only website, www.ripower.org/extranet. If you wish to change the name or address on your account, we will need additional information to renew your membership. Call our office today at 401.861.6111 for assistance.
2. If you are a member of *New England GreenStart* or *New England Wind Fund* only (not a member of the heating oil program) you do not need to renew.
3. If you have received an email stating that your membership is prepaid, please do not fill out this form. If you are still receiving renewal reminders via mail, email, or phone it is time to renew!

THREE EASY WAYS TO RENEW YOUR HEATING OIL MEMBERSHIP

1. **Online:** www.ripower.org
2. **Phone:** Call our office at 401.861.6111
3. **Mail:** Fill out the form below and mail to: 17 Gordon Ave., Suite 201, Providence, RI 02905

HEATING OIL MEMBERSHIP RENEWAL FORM

MEMBER INFORMATION

Name _____ Membership # _____

Mailing Street Address _____

City _____ Zip _____ Phone _____

E-mail (*make sure we have your most recent e-mail*) _____

MEMBERSHIP TYPE

(Please select one. Dues are not tax-deductible and are not refundable.)

\$20 Basic \$10 Fixed Income & Retiree \$45 Three year \$25 Non-residential Customer

Note: If you are a Fuel Assistance Client, please call PP&L(401-861-6111) to find out how you can renew for FREE.

DONATIONS

Yes, I will make a tax-deductible donation to support People's Power & Light Oil Bank for emergency heating assistance.

\$10 \$50 \$100 \$300 \$500 Other \$ _____

PAYMENT

Total amount (membership fee and/or donations) \$ _____

My check is enclosed. Please make checks payable to "PP&L"

Please charge my: Mastercard Discover Visa

Card Number _____ Exp Date _____

CVV no. (3-digit code) _____

Signature _____

Payments to People's Power & Light for membership are not tax-deductible. However, contributions to the People's Power & Light for the Rhode Island Energy Oil Bank are tax-deductible for federal income tax purposes. Dues are non-refundable.

PEOPLE'S Power & Light

Making energy more affordable and
environmentally sustainable

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www.ripower.org

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Despite the Competition, Fair Deals *(continued from page 1)*

years of existence we've seen situations like this a few times. The last time was about 12 years ago when depressed prices

compressed margins (what the dealer charges consumers above the wholesale cost of oil).

While price wars are good for consumers they don't last forever. Meanwhile our Discount Heating Oil Service that fixes dealers' margins to be the same all year round will continue as it has for the past 28 years. We'll continue to bring our members fair deals that save them from 15-30 cents per gallon compared to the average full service dealer over the course of the entire heating season.

We would like to close with this fact: People's Power & Light is always looking to add reputable full-service dealers who are willing to abide by our pricing system. If and when we sign up a dealer in your area, you may have the option of switching to one of the dealers. We find it very interesting that some of the dealers out there offering relatively low prices today are not interested in signing multi-year contracts with People's Power & Light. Could it be that they don't intend to offer low prices when the economy rebounds and market conditions allow them to raise their prices back to the levels of 2008? ✨

