

How Do We Know When to Fill Your Tank?

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Fuel Dispatcher



THE FUEL COMPANY
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Customers who are on our automatic delivery program are assured of having a reliable supply of heating oil to keep their homes warm all winter long. They know that a Fuel Company delivery truck will arrive at their home on a regular basis to fill their tank.

But do you know how we calculate when to deliver oil, and how much? The process is not as simple as it seems.

The simplest calculation is called a “Julian delivery” method because it’s based on calendar dates. Customers on Julian delivery are fuel accounts that require delivery on specific days of the week or month.

For non-Julian customers, we use two calculations: degree days and baseload, which combined equates to a customer’s K-factor.

Years ago we began using “degree days” to estimate oil use. Degree days are calculated by monitoring daily temperatures on the Cape and estimating the amount of oil needed that day to keep a home at a comfortable indoor temperature.

In recent years we’ve added a second calculation called “baseload” that is derived from your domestic hot water usage during the summer months. The baseload calculation is more accurate during shoulder seasons (spring and fall) when temperatures fluctuate, and for off-Cape owners and seasonal businesses that may use more heating oil during the summer.

Each day, we review the degree days and your baseload, which together equates to your K-factor, so that we ensure each automatic delivery customer has enough oil.

The final step of our process is to review your K-factor (degree days and baseload calculations) after each fuel delivery. Our system reviews how much oil we delivered and adjusts your K-factor depending on whether you used more or less than we predicted. This way, every time we deliver, your K-factor becomes more customized to your usage.

If you want us to monitor your oil usage, give us a call and sign up for automatic delivery. We’ll do the calculations for you!

5 TIPS: AVOIDING FROZEN PIPES

- 1 First and foremost, keep your oil tank full to avoid run outs that could shut down your heating system. An automatic delivery schedule helps ensure you have plenty of fuel when you need it.
- 2 Insulate any exposed piping, especially in attic, basement and crawlspace areas that may not be adequately heated.
- 3 Open cabinets under the sink to circulate warm air around pipes.
- 4 Disconnect outside water hoses and drain exterior spigots.
- 5 Install a “smart” thermostat or temperature-monitoring device that can alert you remotely about unexpected temperature drops in your home.

If your pipes do freeze, turn your water main off and then give us a call.



A warm Thanksgiving, thanks to ductless heating!

This fall we installed a Mitsubishi Ductless heating and cooling unit for one of our Forestdale customers. But we never expected that the “quiet comfort” of the ductless system would allow an entire family to enjoy Thanksgiving dinner together!

Our customer hosted his entire extended family for Thanksgiving. There was just one problem: 26 people wouldn't fit into his dining room.

There was however plenty of space in the garage and, thanks to the Mitsubishi ductless unit mounted unobtrusively on the wall, the space was warm and comfortable. Everyone enjoyed a delicious meal together.



Snow Plowing and Sanding Service

Did you know The Fuel Company offers snow plowing and sanding services for residential customers? Call us and ask about snow plowing and sanding for your home.

Cape Cod Trivia

Q: How did Osterville get its name?

Look for the answer in the next issue of “View from the Lighthouse.”

Answer to last issue's trivia question...

Q: Which Cape Cod town has been fired upon by enemy warships in two separate wars?

A: Orleans was the target of cannon fire from British ships during the War of 1812, and was fired upon again by a German submarine during the “Battle of Orleans” during World War I.



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