

Industry Expert Advice: What To Ask Your Fuel Company This Year ...



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The calls have already started, people just like you looking for answers and solutions on how to navigate extreme fuel prices. We know everyone is feeling the pain at the grocery store, at the pump, and now your homes comfort (your safe space) is also on the line.

We can't wave a magic wand and make the world right again ... but we can give some advice and specific questions to make understanding your options easier. We can also give you a list of questions to ask your current fuel oil or propane dealer AND any new potential supply company you may be investigating.

If you have ever read our blog articles before, you know there are misguided and mismanaged fuel companies out there. A cheap price marketing gimmick could leave you and your loved ones in the cold this winter if you don't really understand what you are getting, and if your fuel company doesn't know what they are doing.

Please use our questionnaire to get the right answers to your questions this year and feel empowered that you have made the right choice for your family.

Whether you are currently a Blueox customer or just don't know where to turn, we hope you will give us a call this summer if you need help making a decision. Even if you don't choose us, our team is standing by and ready to help give you guidance and any piece of mind we can during these challenging times. Showing compassion and giving free guidance is just another way we work to show you that we are a different kind of energy company.

Company A Company B Company C

	Company A	Company B	Company C
Question 1: Can you handle taking on a new customer this season? Advice: A good price does no good if they can't get to you fast.			
Question 2: What happens if I run out of fuel during the day or in the middle of the night? Advice: Do they have 24/7 emergency deliveries? What charges are associated with that? How fast will they respond if you need them?			
Question 3: What happens if I have no heat during the day or in the middle of the night? Advice: Do they have 24/7 emergency service department? What charges are associated with that? How fast will they respond if you need them?			
Question 4: What pricing options are you offering? Advice: EXPERT TIP: Ask each question below for prebuy, budget or pay as you go options. The answers may change depending on how you pay.			
a. Is the price valid just for today or all season? Advice: Some companies will offer a cheaper price in the off season but no price guarantees when it gets cold.			
b. Is the price a fixed price or capped price? Advice: A fixed price or lock in price won't change all season regardless of what happens in the market. A capped price is available when you purchase insurance that allows your price to drop if the market comes back down. Expert Tip: Ask them if they hedge their fuel. Some companies say they float down with the market but have left customers unprotected because they didn't actually purchase the contracted fuel.			
c. How long is the pricing good for? Advice: Some companies offer pricing for one year, some companies only allow the priced gallons to be delivered during in season months.			
Question 5: Are there any additional fees I need to account for? Advice: Fees can add up to \$.10-\$.30 extra per gallon. It is important you understand the whole picture of what your real price will be.			
Question 6: Do they accept HEAP – or other assistance programs? Advice: Even if you have never used HEAP before – you never know when you may need some extra help.			
Question 7: If you called one of their customers, in one word what would they say about them? Advice: We suggest you look at their online reviews regardless to be sure but the answer may be interesting.			
Question 8: Do they have any new customer or existing customer discounts? Advice: Even our current customers should always ask what discounts are available you never know where you could save more!			
Question 9: If you burn fuel oil at home, are they delivering BIOHEAT? Advice: If not you are missing out on a tax credit that could help save you even more money. Blueox offers this \$.10/gal. tax credit.			
Question 10: If you burn kerosene at home, are they offering BIOHEAT with Anti-Gelling additive? Advice: If not you are missing out on the tax credit AND you are paying at least \$.40 more per gallon than you need to.			