



NOONAN NEWS 2023

Your Voice Is Needed

What You Need to Know about the Clean Heat Standard in Massachusetts



Here at Noonan, we believe that cost, comfort and choice are as important to you as they are to us, so we felt it was crucial to bring a new Massachusetts state proposal to your attention.

The Massachusetts Department of Environmental Protection (DEP) is in the process of implementing what is called a Clean Heat Standard for Massachusetts. This is a very complicated tool used to measure greenhouse gas emissions in order to reduce them. Done correctly, it could be a great way of working towards a cleaner environment in Massachusetts.

As you know, we joined forces with leaders in our industry years ago to bring Bioheat® fuel to our customers. We have continued to work toward higher blends of biofuel, which is the fastest and most cost-effective way to help the Commonwealth meet its goals. Unfortunately, Massachusetts appears set to embrace an “electrify everything” movement instead of a clean heat standard. Here, we discuss the impact that will have on your cost, comfort and choice.

COST

The state would like to see an accelerated conversion to heat pumps and mini-splits. While these have their place and purposes, they are much more expensive to operate than their traditional fossil or renewable liquid fuel system counterparts. As the last year has shown, if your electric rates rise, there is very little you can do to alleviate the pain of those increases. In addition, the state proposal will charge an increasing tax

on all fossil fuels to help pay for a transition to electric space heating. Early estimates show that this tax on heating oil could be in the range of \$.75 to \$1.00 per gallon.

COMFORT

While heat pumps and mini-splits can provide cool comfort in summer and supplemental heat in winter, they are not an effective primary way to heat most homes in the Northeast during the winter. This will impact your comfort if a mini-split is your only heat source and you are unable to heat your home efficiently or effectively.

CHOICE

Finally, and perhaps most importantly, the current electric grid overwhelmingly relies on fossil fuels, which in and of itself does not meet the state’s own definition of “clean heat.” As currently constructed, the grid is already unable to handle a drastic increase in electric load, which will result in potential blackouts when residents crank up their electric heaters to try to warm their homes. We believe you should have the right to choose the home heating option that will work best for you and your family.

Over the coming months, we will share more information about this state proposal on our website and via social media. We simply want you to be able to choose what comfort level you desire for your home and base that choice on the best financial decision for you and your family.

VISIT [OUR WEBSITE](#) FOR ADDITIONAL INFORMATION AND AN EASY WAY TO MAKE YOUR VOICE HEARD. In addition, you can always give us a call if you have questions or concerns because as you know, someone will answer the phone 24 hours a day, 7 days a week at Noonan Energy: 1-800-343-8829.

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Changes to Seasons and Services

As summer days quickly come to an end, it is my hope that you are making the most of them. In true New England form, fall and winter are knocking at our door and we at Noonan have been preparing all summer to be ready to serve you as colder weather approaches.

As part of that preparation, we have continued making technology upgrades to allow you to manage your energy needs in a way that works for you. Many of you have already signed up for the “My Fuel Account” customer portal through our website, which gives you access to many important features including access to details about your account and the ability to order a delivery, pay a bill, request service as well as many other conveniences.

We have recently rolled out our new automated delivery ticket platform. The ticket you receive will look different than in the past but will contain the same important information about your fuel delivery. Since the majority of our customers have switched to a budget plan, prepay plan or automatic credit card charge after delivery, or pay through their online banking platform, there will no longer be an envelope included for payment, allowing us to reduce paper waste. If you still prefer to send your payment by mail, please call or email us and we will happily send you a package of pre-addressed envelopes.

We are very excited about these changes and hope you will be as well. As we continue to enhance your customer experience

and make your information more accessible to you online, we encourage you to sign up for emailed statements and invoices by calling the office or visiting “[My Fuel Account](#)” on our website.

Lastly, please be sure to read the article on the front page about the Clean Heat Standard that the Commonwealth of Massachusetts is developing. Although we would be in favor of a Clean Heat Standard if enacted in a way that is fair to all fuels, the way that the state is currently proposing the regulation will force customers to switch to electric heat over time. This limits choice, and in many cases reduces comfort for our customers and adds significant costs to all consumers. After you read the article, I encourage you to visit our website and [make your voice heard](#) by sending a message to your state legislators.

We take your home comfort very seriously and always try to keep you apprised of any changes here at Noonan or on the state or federal level. Your feedback is always welcome!



Warm Regards,

Ted Noonan

President, Noonan Energy

Celebrating a Golden Milestone



In 1890, Timothy F. Noonan started his own business, T.F. Noonan Ice Dealer, as a home delivery ice dealer in Springfield. Fast forward 83 years and three generations to 1973 when Timothy’s great-grandson, Ed Noonan, launched his own career in the fuel delivery business with the purchase of Palmer Coal and Oil. After acquiring a number of other local oil companies over the subsequent decade, the modern-day

Noonan Energy—with one name for many community-based companies—was born in 1985.

Thank you, Ed, for your vision and guidance over the past half century!

P.S. If you are a history buff, head over to our [about page](#) to see our whole 130-year timeline!

Community Connection Springfield Museums

We are so fortunate to have the [Springfield Museums](#), a true gem in the heart of downtown Springfield, offering art, history, science, and—of course!—Dr. Seuss, all for one ticket price. (And if you [become a member](#), you can visit as many times as you want all year!) Clustered around the beautiful, grassy Quadrangle and the Dr. Seuss National Memorial Sculpture Garden, you’ll find the Amazing World of Dr. Seuss Museum, George Walter Vincent Smith Art Museum, Springfield Science Museum, Michele and Donald D’Amour Museum of Fine Arts, and the Lyman and Merrie Wood Museum of Springfield History.

There is literally something for everyone, with rotating and relevant exhibits, events, and family-friendly programming. The Museums’ visitors come not only from Western MA, but also from across the country and around the world; they pump about \$21 million into the region’s economy each year. We encourage you to join us in visiting and supporting these remarkable institutions. Learn more at springfieldmuseums.org.

Ollie's Fact or Myth: Test Your Bioheat® Fuel Knowledge

Play this quick round of Ollie's Fact or Myth to learn more about the benefits of Bioheat® fuel.



1. Bioheat® fuel is made from recycled materials.

FACT. Your Bioheat® fuel is made by blending heating fuel with renewable biodiesel. Biodiesel is made from a variety of readily available feedstocks. All these feedstocks are waste products or by-products of existing food supply lines, reducing greenhouse gas emissions significantly.

2. The benefits of Bioheat® fuel are limited to the health of your heating system.

MYTH. The air you breathe directly impacts your health, and research shows that transitioning to Bioheat® fuel will provide cleaner air and reduce the risk of related health problems including cancer, respiratory issues and even premature death.

3. You can't use Bioheat® fuel without costly heating system modifications.

MYTH. Bioheat® fuel doesn't require any heating equipment modifications and costs about the same as conventional heating oil. Because it improves heating system efficiency, it can actually save you money.



Have an electric vehicle?

Need a charging station? Our team of electricians can install one in your home. [Contact us today](#) to find out how we can help!



Fight Back Against High Energy Costs

With the cost of everything on the rise, you aren't alone in looking for ways to save on your energy costs this winter.

Here are a few ways to cut back:

- **Turn down.** Save 1% off your heating costs for each degree you lower the setting on your thermostat. A cozy blanket or sweater can make all the difference!
- **Get smart.** With a smart or programmable thermostat, you can pre-set the temperature to rise and lower based on your personal schedule. For example, program it to go down when you leave for work, rise before you come home, and then lower again at bedtime.
- **Seal up.** Address drafts. Around 38% of heat loss in your home comes from cracks in walls, windows and doors.
- **Open up.** Open the curtains on the sunny side of the house to take advantage of the warmth of the sun during the day.
- **Close down.** Invest in insulated curtains and close them when the sun goes down to help minimize heat loss through the glass.
- **Switch out.** Clean or replace your heating system's filters regularly to help your system run efficiently. If it's been over a year, call us to schedule a tune-up.
- **Shut down.** Turn off lights and unnecessary electric devices. To save even more, unplug appliances when not in use, as they continue to draw energy.
- **Upgrade.** If your heating system or hot water heater are outdated, consider new, high-efficiency models.
- **Zone in.** If you have a room that would benefit from supplemental heat, a ductless mini-split may be just the answer. It can take the chill out of a space without requiring that you turn up the heat throughout your entire home.

With comprehensive home comfort, electrical and plumbing services, we are your energy solutions provider. Call us to see how we can help: 1-800-343-8829.



86 Robbins Road
Springfield, MA 01104

NoonanEnergy.com
800-343-8829

Springfield | Amherst
Palmer | Westfield

Feel at Home with a Career at Noonan Energy!

We're well known as home comfort specialists, but we're also committed to making our employees feel at home on the job. We have immediate openings for experienced Class A CDL drivers and HVAC technicians. Enjoy great benefits and competitive pay, not to mention the support of some awesome coworkers. Learn more and apply today at NoonanEnergy.com!



Review Us and You Could Win \$100!

We're delighted to have you as a customer and are determined to provide exceptional customer service. If we do, we hope you'll spread the word and leave us a review on Google, Facebook or Yelp. We'll pick one reviewer in January who will receive a \$100 credit on their next bill for fuel, service, electrical work or plumbing.

