

# Comfort @ Line

Summer 2014

Your Comfort is Our Business

## No Charge For Automatic Delivery

Recently, a number of customers have asked if there is an additional charge for automatic delivery. Hart & Iliff has been keeping customers warm for more than 125 years and has never charged anyone extra for automatic delivery. Automatic delivery is a service we provide free of charge to all of our customers.

The timing of deliveries is based on what is called a degree day delivery system. Degree days are a measure of coldness equal to the difference between the average temperature for the day and 65°F. For example, on a day when the average temperature is 30°F, there would be 35 degree days.

Our computer develops a unique “burn rate” for each customer that tells us how much oil they will use for each degree day. Each day, our computer calculates how much oil is left in each customer’s tank. When approximately 70% of the oil in your tank is used, (30% reserve), our computer will print a delivery ticket and place you on our automatic delivery schedule.

**The advantages of automatic delivery are as follows:**

- 1) You need not worry about remembering to check your tank, calling for a delivery, giving us the required 48-hour notice or incurring the cost of an emergency delivery.
  - 2) As long as you pay before your next delivery and keep us informed about changes that could affect your usage, you won’t ever run out of oil.
  - 3) If unexpected bills are your concern, you can request our Even Payment Plan to budget your yearly heating cost over 10 equal monthly payments. At the end of the budget year, Even Payment Plan customers get a 5¢ per gallon discount on all oil purchases.
  - 4) Customers on our Easy Pay Discount Oil Purchase Program can also be on automatic delivery.
- If you are not already on automatic delivery, why not give it a try? You’ll be glad you did.

## Q&A: HVACR License

*This quarter our Questions & Answers segment discusses the New Jersey HVACR licensing law.*

**What does HVACR stand for?**

Heating, ventilating, air conditioning and refrigeration.

**When did New Jersey pass an HVACR licensing law?**

The “State Heating, Ventilating, Air Conditioning and Refrigeration Contracting Licensing Law” became effective on December 20, 2007.

**Is Hart & Iliff a licensed HVACR contractor?**

At the present time, there are no licensed HVACR contractors in the state of New Jersey. The regulations implementing the state heating, ventilating, air conditioning and refrigeration contracting licensing law were not published until April 15, 2013. After the regulations were issued, it has taken the state another year to establish the State Board of Examiners of Heating, Ventilating, Air Conditioning and Refrigeration Contractors and set up the procedures to license contractors in New Jersey.

**When will contractors in the state of New Jersey be licensed?**

As of March 1, 2014, the State Board of Examiners of Heating, Ventilating, Air Conditioning and Refrigeration Contractors began accepting applications for licensure. Hart & Iliff has submitted an application and should be licensed in the next few months.

**What are the advantages of using a licensed HVACR contractor?**

Like plumbers and electricians, licensed HVACR contractors will need to be bonded, maintain proper insurance coverage and take continuing education classes to make sure that they are current on the latest trends and techniques.

**How much insurance are licensed HVACR contractors required to maintain?**

HVACR contractors are required to have a minimum of \$500,000 of general liability insurance. Hart & Iliff carries \$5 million of general liability insurance.

**Does the HVACR license supersede the Home Improvement Contract License?**

Yes, licensed HVACR contractors do not have to maintain a Home Improvement Contractor License.

## Hart & Iliff

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