

Consumers Everywhere Want to Know... "What's Going On?"

Remember last Spring, when the 'market experts' predicted winter oil prices would be over \$5 per gallon? Thank goodness that didn't come to pass! The 'experts' were wrong again.

Heating oil prices in July, 2008 hit record highs, only to fall to record lows in February, 2009. Prices varied widely across the state on any given day, and consumers, consumer protection groups, and oil dealers alike struggled to understand how oil prices had become so unpredictable.

We were very lucky, really. The winter was average by 'heating degree days' standards. Folks who purchased our PriceGuard™ plan slept easy knowing their price fell with the market. If the experts' predictions had come true, they'd still have slept, knowing we had an iron-clad guarantee.

At the **Guardian**, we closely monitor the market. Prices have begun a slow rise since February, and (although there are still wild daily swings) have leveled off to a moderate, even normal range. We watch to see if fundamentals (supply and demand) will drive heating oil, or if commodities trading will once again push prices to new heights or depths.

While we don't make any predictions for future prices, know that at the Guardian, we'll make plans to protect prices as best we can. It's the right thing to do, and we make this commitment to you!

BIOHEAT.

Secure Heat™ System 32—If you are one of the lucky folks to spend the winters 'away' you know that frozen pipes during New England winters are a huge concern. SecureHeat™ is a 24:7 system that monitors temperature, burner shut-down, and oil level. It even works during power outages! (Check your homeowners policy for discounts.) Call Carol today and ask how SecureHeat™ can work for you!

401-596-6566 or 860-535-9411

BioHeat™ works in any oil heat system, cutting toxic emissions, cleaning your tank and burning cleaner. Reduce your dependence on foreign oil. Get American produced BioHeat™ easily by simply asking for it in your next delivery! Call Carol at Guardian Fuel. 401-596-6566 or 860-535-9411.

Powered by **BioDiesel™**

Haley Brook Market on Route 184 in Old Mystic, CT, joined a handful of retail fueling sites in the state where customers can fuel their diesel engine vehicles with BioDiesel! The station offers B-5 blend, and occupies a spot just a short hop off Interstate 95, equidistant between Providence and New Haven (the only other BioDiesel sites within 60 miles!) Diesel owners have been clamoring for BioDiesel blends, and cheer Haley Brook Market as a leader in the fueling industry! Richard Crook, Haley Brook's manager says, "Come on down!"

April—A Busy Month for BioDiesel!

President Obama has declared that biodiesel is a critical pillar of his recovery plan. Utilizing renewable energy helps secure America's energy future, "If we don't invest now in renewable energy...this economy simply won't grow at the pace it needs to..."

More than 60 scientists from UCAL Berkeley, Texas Tech, Penn State, National Renewable Energy Lab, U.S. FDA, and Sandia National Labs, among others have signed the "Scientists for Biodiesel" declaration. "Scientists sometimes have differences of opinion, but this declaration is intended to show the broad consensus among scientists of the benefits of biodiesel," says Dr. Rob Meyers, Director, Thomas Jefferson Agricultural Institute.

The EPA declares CO2 and five other heat-trapping gases to be pollutants that endanger public health and welfare, finding the science "compelling and overwhelming." "This pollution problem has a solution: one that will create millions of green jobs and end our country's dependence on foreign oil," says EPA Administrator Lisa P. Jackson.

In Our Schools -

WIN-TGIF (Westerly Innovations Network—Turn Grease Into Fuel) Students in Westerly schools devised a way to combine recycling and the making of biodiesel. WIN donated (continued on Pg. 2)



Keith Urban, Writer/Musician and BioDiesel User

Keith Urban will soon be visiting Mohegan Sun Casino, and brings with him coaches and trucks loaded with all the personnel and equipment needed to perform on tour. Guess what? Urban 'goes green' by fueling those vehicles with B-20 BioDiesel fuel blend whenever he can! The **Guardian Fuel** office was all excitement when we received the call to deliver BioDiesel to the Urban tour! We're all listening to Country now!

ASK US HOW AN ENERGY AUDIT CAN SAVE YOU MONEY!

Coming up: Randy Lohr, of Guardian Fuel, will be a speaker at the **University of Rhode Island's Biofuels Symposium May 29th**. As a member of the Ocean State Clean Cities, and a user of biodiesel blends for 3 years, Randy is known as one of the region's experts on biodiesel for transportation and heating uses. For more information on the symposium, contact Wendy Lucht at URI.

401-847-2792 or wlucht@uri.edu.

In Our Schools (continued)

...funds from their efforts to the WARM Shelter and Johnnycake Centers of Westerly to provide BioHeat™ for needy families. **Guardian Fuel** is pleased to be able to participate in this Win-WIN program!

Ella Grasso Tech environmental science students held a Green Expo April 8th, displaying green technologies and products including BioDiesel and BioHeat. **Guardian Fuel** used the opportunity to announce the first BioDiesel retail location in S.E. Connecticut: Haley Brook Market (Old Mystic) was ready for drive-up service for diesel engine vehicles!

Earth Day 2009 at **Denison Pequotsepos Nature Center** in Mystic will be our third green fair this Spring! It's good to see children learning that environmentally sound practices can be easy, economical, and fun! Look for our mural truck at the fair!

In the past year, Guardian Fuel delivery trucks running on BioDiesel reduced our CO2 emissions by 18,948 pounds!

VOLUME 3, ISSUE 1
PAGE 2

Training Makes a Difference.

This year, **Guardian Fuel** employees spent over 100 hours receiving updated safety and technical training to serve you better. We believe ongoing education makes our people the best in the industry!



Did you know?

State law requires heating oil companies to leave a metered ticket when delivering fuel. This allows you to compare the ticket with the billing statement you'll receive later. If you are away for an extended period, it is best not to alert would-be thieves of your absence. In this case, simply ask and we'll bring your ticket back to our office.

Neighbors Helping Neighbors

Call Joe for Oil—Citizens Energy provides for a one-time delivery of heating oil for eligible households each winter, subject to support from CITGO oil. For more information, visit www.citizensenergy.com.

OilHeat Institute of RI member businesses provide support for RI families in need through the organization's charitable foundation. This year, two local families received 100 gallons of free home heating oil at the request of **Guardian Fuel**. For more information, visit www.oilheatinri.com or call 401-865-6055.

Consumers, the Independent Connecticut Petroleum Association (ICPA) and the OilHeat Institute of Rhode Island (OHI) collectively raised voices calling for transparency in the commodities markets. Thanks to that effort, in February 2009, crude oil fell to its lowest point in decades.

Question of the Month—Is my oil tank too old?

Looking at an oil tank from the outside, it can be hard to tell. If your tank has a patch, a visible leak, a bubble, or rust, this is a sign of **real** trouble that should be remedied without delay. But oil tanks also deteriorate from the inside, rusting and flaking in places you can't see. We can now use TankSure™ ultrasound technology to test your tank's condition, then insure it with \$1,000 coverage. Homeowners insurance does not cover oil tank failure, so call Carol today and ask for TankSure™.

Roth Tank's Lifetime Guarantee (they're that good!) If you need a new oil tank, consider the Roth. Double-walled construction and top-side piping makes them leak proof, guaranteed. Upright design uses less floor space. Plus, they're actually good-looking! Call today, ask for Randy.

Budgets lowered in '09! Over 90% of households enjoy budget plans, which divide annual fuel purchases into equal monthly payments. Every January, we review budget accounts individually to see how each is doing. Due to declining oil prices in 2009, many households received a surprising bill in the mail: one that called for a *lower budget payment!* At the **Guardian**, we don't want you to pay too much for oil. So, if we see that payments are getting ahead of purchases, we'll reduce your budget payment! That's customer service!

Fill/Vent Round-up—Are the words "Bad Vent Alarm" on your delivery ticket? Vent alarms tell the delivery tech when your tank is near full, avoiding an over-spill.

Guardian Fuel can offer the remedy that makes sense for your needs and your budget.

Heating oil prices are affected by refineries, and by wholesalers, and by banks! Yes, even the banking crisis affected your oil price. New financial burdens placed on wholesalers induced them to mandate that oil dealers make deposits now, for next year's oil! That raises prices.

Consumer Protection Updates—Financial worries prompted states to toughen consumer protection laws. Some oil dealers still don't buy contracts to back up their price promises, as required by law. They think cutting corners is a good way to increase their profit. Today those companies are being investigated by the Department of Consumer Protection and the Attorney General. As the state investigates scofflaws, licensing fees are increased to help pay for the investigations! High fees with more regulation ultimately means higher prices to the consumer.

Working side-by-side with Consumer Protection advocates ensures **Guardian Fuel** plans and contracts meet the highest state standards. Call the **Guardian**, and we'll offer several realistic purchasing options. Our PriceGuard™ program has a participation fee. Ask us why, and we'll give you the straight answer. If you want guaranteed pricing, this may be the plan for you.

the **GUARDIAN**

Published by

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