

# Answering Your Questions

You may have additional questions about your oil deliveries and service. If you want to discuss anything, please don't hesitate to give us a call at **978-356-3488** (Mike & Sons) or **617-876-1885** (Cubby).

## ***Is your office still at the same place?***

Yes. Drop by and see us at 8 Safford Street, Ipswich, MA 01938.

## ***I have automatic deliveries – will they continue?***

Yes. We will continue to make your deliveries automatically, based on projections done by our computer system. We have your delivery records, but if your tank drops below the ¼ mark, please call us.

## ***I call for my deliveries – who do I call now?***

The same number: 978-356-3488. Please call before your tank reaches the ¼ mark, or better yet, talk to us about upgrading to automatic deliveries.

## ***Will my oil price be the same?***

Yes. Our oil pricing structure is identical to Mike & Sons. We offer a Price Cap for those customers interested in protecting themselves from potential market increases. Call us if you want to discuss that.

## ***When is payment due for my deliveries?***

When we make your delivery, we will leave a delivery ticket that serves as your invoice. Payment is due within 21 days.

## ***What number do I call to service my heating or central air conditioning system?***

You can call us 24 hours a day for emergencies at **978-356-3488** or **617-876-1885**. Our team of experienced service professionals is top-notch. We handle non-emergency calls during normal business hours: Monday - Friday 7 am - 6 pm, and Saturdays during the winter 7:30 am - 4 pm.

## ***How do I schedule a tune-up for my heating system?***

Please call us as soon as possible so we can get you scheduled. As you can imagine, many people wait until fall, and by then, things can get booked up fast.

## ***Do you install high-efficiency furnaces, boilers, air conditioners and heat pumps?***

Yes. We pride ourselves on helping customers permanently cut their fuel use by installing money-saving equipment. We back our work with a **100% satisfaction guarantee** and offer many options to fit your budget. Plus, we are an authorized Mass Save® vendor and can get you the biggest rebates available to maximize your savings.

## ***Can I make payments and see my account online?***

Yes. You can look up your bills, see your payment history, request service and more from the convenience of your phone or computer. The easiest way is to download the Cubby Oil & Energy App from the Apple App store or Google Play. Or you can go to our website and click the "My Account" tab. To get started, you will need your new account number, which is on the other side of this page.



Scan to download the Cubby app!

## ***What is Bioheat® Fuel?***

The fuel we sell is a combination of heating oil and a liquid renewable biodiesel made from used cooking oil, vegetable oil or animal fats. Bioheat fuel reduces your greenhouse gas emissions and is better for the environment and your heating equipment. It's a fuel you can feel good about using to heat your home.

## ***What other options do you offer that might be of interest?***

We can offer you a Price Cap Plan, which puts a ceiling on how high your price can rise but allows your price to drop any time our regular rate is lower. We also offer service plans that help reduce breakdowns and give you discounts on needed repairs. Our Smart Pay Monthly Payment Plan allows you to spread your fuel bills over 11 months, and you can bill your charges directly to your credit card if you wish. Please call us now if you'd like to discuss any of these options!

We appreciate the chance to get to know you as we earn your trust and loyalty.  
Please don't hesitate to call us with any questions. We're here for you!



8 Safford Street, Ipswich, MA 01938  
978-356-3488



36 Jonspin Rd, Wilmington, MA 01887  
617-876-1885