



Your Heating Oil Neighbor since 1936  
P.O. 5260 – 67 Willow St., Manchester, NH 03108  
P: (603)669-3033 • F: (603)666-4334 • [www.cityfuel.net](http://www.cityfuel.net)

## COVID-19 UPDATE

### We have been open since 1936 and plan to remain open to serve you!

#### To Our Valued Clients,

Our thoughts are with those who have been affected by COVID-19. We are closely monitoring updates and recommendations from the CDC and our local health officials. We know you rely on us when emergencies happen, and as always, we will be there for you. We have taken increased steps to ensure we can continue to serve you while protecting your health and the health of our staff.

**City Fuel is an “essential business” and is permitted to – and will continue to – operate fully for the duration of Governor Sununu’s recent “Stay at Home” order, so we can continue to meet your home heating needs.**

City Fuel is OPEN and fully operational. We have closed the office building to walk-in customers to limit the risk of exposure to both employees and customers. We have taken steps to increase the physical distance among employees, and have provided remote-work solutions for some of our employees. Despite limiting access to our office, our team is prepared and ready to meet all your oil delivery and heating needs.

This event is unprecedented, and we must therefore temporarily adapt our business policies. If you are accustomed to visiting our office to make payments, we ask that you instead call our office and make the payment over the phone using a credit or debit card. Alternatively, you may (as always) mail in your payment by check, or make a secure credit card or check payment on our website at

[www.cityfuel.net](http://www.cityfuel.net)

**Contact Us!**  
**603.669.3033**  
online payments are easy at  
**CityFuel.net**

### ▶ WE CONTINUE TO MAKE OIL DELIVERIES

We continue to schedule and make oil deliveries as usual. With 300,000 gallons of oil storage capacity and two bulk oil storage facilities in Manchester, we are well-positioned to ensure your heating oil supply is always close and secure. Our oil delivery men have been instructed to maintain a social distance of at least 6 feet from our clients and other staff when possible.

### ▶ WE CONTINUE TO OFFER EMERGENCY SERVICE

In addition, to minimize client/employee exposure, we may find it necessary to reschedule routine cleanings/tune-ups and non-emergency service calls during the COVID-19 outbreak. However, this is only temporary, and we appreciate your patience and understanding.

*Please turn over*

Our technicians have been instructed to maintain a distance of at least 6 feet from our clients and other staff whenever possible, per CDC guidelines. A City Fuel customer service representative will ask you prior to any service call to determine if there is anyone in the house experiencing flu-like symptoms and to inquire about alternative entryways to the basement. If anyone in the home is experiencing flu-like symptoms or is in self-quarantine, please reschedule your service appointment.

Our family is here to make sure we keep your family safe and comfortable. Thank you for your loyalty and for choosing City Fuel for your heating needs.

If you have a relative or friend that needs a reliable oil or an HVAC provider during these times, we would sincerely appreciate your referral. Thank you for helping us support the needs of our community and employees during these difficult times.

Warmest Regards,



Tim Howe  
General Manager

**As always, our reliable and dedicated staff, delivery drivers and service technicians are here to continue to serve your needs**

