



Daigle Oil Company  
PO Box 328  
Fort Kent, ME 04743

Fall Edition 2017

# DOCTalk



Employee Owned,  
Community Driven

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Community Driven



Mike Pinette – Presque Isle Area



Stock up this holiday season with CITGO Gift Cards for family members, students, employees or teachers. Cards can be purchased and used at our DOC's Place CITGO locations. Cardholders can pay for gas at the pump, purchase a car wash at the payment portal in Fort Kent, Caribou and Houlton or purchase convenience store items. The gift cards are also accepted at CITGO locations nationwide.

## WIN a \$50 CITGO GAS CARD

Be one of 3 lucky gas card winners. Simply answer the three questions below and visit our website at [www.daigleoil.com](http://www.daigleoil.com) to help find the answers. Mail the form back to us at the address shown and we'll enter you into the drawing if all the answers are correct. *Photocopied entries will not be accepted.*

1. Guy Daigle founded Daigle Oil Company in what year? \_\_\_\_\_
2. Does Daigle Oil deliver the following products: heating oil, bulk pellets, propane, gasoline and diesel. **Yes** or **No** (circle one)
3. What is the name of the plan that covers labor, replacement of most parts, an annual heating system tune-up, a TankSure® oil tank inspection and emergency service 24-7.

_____	_____
First Name	Last Name
_____	_____
Address	City, State, Zip
_____	_____
Phone	Email

*No purchase necessary. A purchase will not improve your chance of winning. Employees of Daigle Oil Co. cannot participate. Drawing to take place on 12.15.17. Winner will be notified by phone.*

**Mail entries to:** Daigle Oil Co, PO Box 328, Fort Kent, ME 04743.

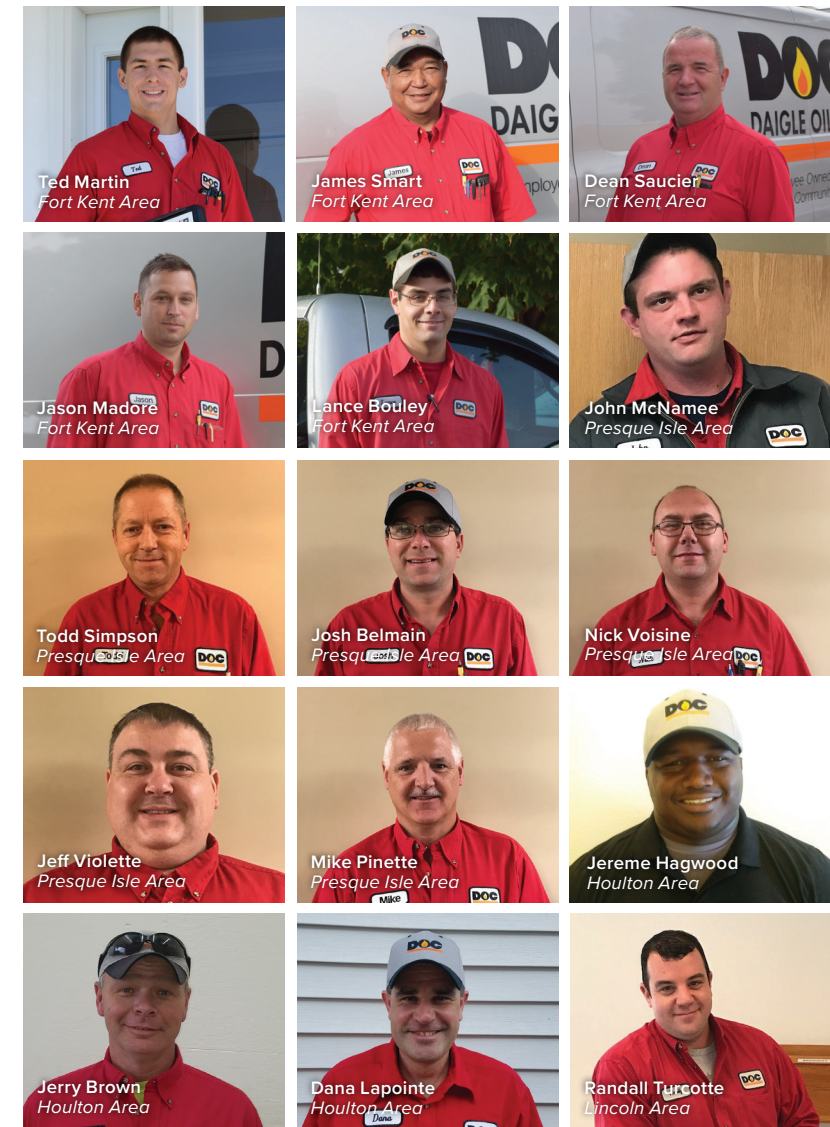
## Reliable Service 24-7

Today, many of us take our indoor comfort for granted until something is not working properly. Fortunately, DOC's certified technicians are expertly trained to help keep heating and cooling systems running safely and efficiently day and night.

These hard-working guys brave the sweltering heat and numbing cold to solve the toughest mechanical problems and are busiest during the cold winter months. They often work in narrow crawl spaces, poorly lit basements and chilly attics, occasionally encountering a variety of unwelcomed pests along the way. Regardless of the situation, they do what is necessary to get the job done.

This upcoming heating season, trust that our technicians are ready to respond to any no heat, frozen pipes, or equipment simply-not-working emergency 24-7. They are committed to keeping your family warm and comfortable this season and all year long.

*Reminder: Before the shorter and colder days arrive, please take the time to winterize your home, schedule an annual routine cleaning if you haven't already, and consider enrolling in a DOC heating equipment service plan to protect your system from yet another cold Maine winter.*



## DOC Watch Remote Home Monitoring

Let Daigle Oil Company monitor your home, business or camp when you are away. Our DOC Watch monitoring service allows you to choose the level of monitoring you need with the capability of monitoring up to eight areas at one location. A wireless transmitter provides alerts for freezing pipes and leaks, low fuel tank levels, temperature control, water heater leaks, furnace burner lockout and alerts for generators and power outages. DOC receives a daily activity report showing the status of all the monitors installed at your property. We also receive emergency notifications instantly so we can respond proactively to an alarm 24-7/365 days a year. Call your local office for details.



## Cold Weather Tips from Our Safety Manager

The colder weather is approaching and soon, snow will be accumulating on the ground. This is an important time of year to remind our customers about some simple tips that may prevent a fuel run out, pipes from freezing, damage to propane equipment, skipped deliveries or costly labor bills.



- ✓ Please keep your driveway plowed and sanded.
- ✓ Mark your fill pipe or propane tank & regulator with a brightly colored stake.
- ✓ Shovel a path to the fill pipe or propane tank
- ✓ Keep snow and ice from accumulating on the propane tank. Snow and ice buildup on or around the tank can cause a system to shut down or result in a gas leak.
- ✓ Know where your gas supply valve is located.
- ✓ Check your fuel or propane tank levels often if you are not on automatic delivery.
- ✓ Know the day we deliver in your area.

Scott Haley is Daigle Oil Company's Safety and Fleet Manager, responsible for the company's safety and compliance program relating to customers, employees, fleet vehicles and facilities. This is a new position for Scott, who has over 20 years of experience with DOC. He can be reached at [scotth@daigleoil.com](mailto:scotth@daigleoil.com) or at 207.834.5027.

Protect your heating equipment this winter. Now is the perfect time to sign up for a Home Comfort Plan.

Call Us Today: 1-800-794-4362

## DOC's Place in Fort Kent Goes Platinum

July was a busy month at DOC's Place in Fort Kent when the site was closed for approximately three weeks for upgrades. While underground storage tanks were removed and replaced with larger capacity fuel tanks, the car wash received some attention too. A platinum wash was added and customers can now select from one of four packages to wash the dirt and grime off their vehicles: bronze, gold, silver and platinum. Be sure to stop by and give the platinum wash a try.



## FEATURED PRODUCT

The **Hot Dawg Vented gas-fired heater** is a perfect unit for customers who need warmth in their garage, shop, barn or workspace outside of the home. This unit comes in various sizes ranging from 30,000–75,000 BTUs for residential applications. They are designed to mount to the ceiling to conveniently save wall space. These units provide a substantial amount of heat. Daigle Oil sells, installs and services this affordable unit as well as similar brands with greater BTUs.



## Improvements for Houlton Customers



DOC's Place on Bangor Street in Houlton wrapped up a major internal and external building facelift along with the installation of a new touchless car wash last month. The car wash was closed from July through the end of September with customers anxiously awaiting its use. Features of the car wash include four wash packages, a payment portal that accepts all major credit cards, the DOC charge card and a trackless bay. The team at DOC's Place in Houlton welcomes back their loyal car wash customers and looks forward to caring for all their fueling and car wash needs.

DOC is 100% employee owned.

## NO HEAT CHECKLIST

If you experience a **NO HEAT** emergency, take a minute to run through this checklist to see if you can identify the problem.



- ✓ Is the red emergency switch in the on position?
- ✓ Is there enough oil or propane in your tank?
- ✓ Is the thermostat set above the current room temperature?
- ✓ If your thermostat is electronic, check the batteries.
- ✓ Press the **RESET** button on the primary control located on your heating system. **ONLY PRESS ONCE!**
- ✓ Check the fuse boxes for blown fuses or circuit panel for tripped circuits.

If you've gone through this list and still don't have heat, we'd be happy to dispatch a technician. Call **1-800-794-4362** for assistance.