



Auto-Delivery, Explained

How We Ensure Reliable and Timely Deliveries

When you select automatic delivery with Haffner's, we follow a strict process to determine your delivery schedule.

First, we will have some questions regarding your usage:

- What do you use oil or propane for? Heat, hot water or both?
- Roughly how many square feet is the home?
- What temperature do you keep the home heated to?
- If you use hot water, how many people are in the home? Any children or elderly?
- For propane, what other appliances are used? Dryer, stove, gas fireplace, barbecue grill, generator, etc.?

In some cases, if we have records available, we will be able to begin forecasting on a more accurate initial basis. Regardless of this, we will ask you to continue to watch your tank gauge until our forecasting is updated.

Once we put in basic parameters, our computer software predicts when you will need your next delivery. This prediction is created using three formulas:

- **Baseloads**, which are fixed numbers that adjust for steady use, such as hot water.
- **Heating Degree Days**, which are calculated by adding the high and low temperatures for the day, dividing them by two, and subtracting them from an accepted average of 65 degrees.
 - Example: 32 (high) + 22 (low) = 54, divided by 2 = 27. 65-27 = 38 degree days.
- **K Factor**, which is a measurement of the amount of fuel your home or business uses per Heating Degree Day. This portion requires some delivery history to accrue.
 - Example: A delivery of 100 gallons of fuel oil on Dec. 1 and another 100 gallons of oil on Jan. 1. In this example, 100 gallons of fuel were used during the period between deliveries. Assume that there were 800 *Heating Degree Days* during that same period. The K Factor would be determined by dividing 800-degree days by 100. In this case, that would result in a K Factor of 8.0 for the period of time between fuel deliveries.

Putting the two items together, we can predict that using a **K Factor** of 8.0, you will need a delivery of fuel by the end of 800 **Heating Degree Days**. The **baseloads** are subtracted from this, to ensure that fixed use is accommodated. Since temperatures rise and fall, changes in Heating Degree Days will result in deliveries being further apart or closer together, though you will consume fuel at the same rate.

Because these measurements are precise, it is very important that you notify our office of any changes in use (e.g., turning heat up for a sick relative, using more hot water for laundry, or adding an accessory such as a fireplace or generator).

Automatic delivery provides the security of knowing your home will always be warm, while keeping fuel billing consistent. Automatic payment is required for automatic oil deliveries, providing a simple, contactless customer experience.



2 International Way, Lawrence, MA 01843
T: 978.683.2771 • F: 978.683.6132
HaffnersEnergy.com

