




# The Comfort Zone Newsletter

Winter 2018

## Thank you to all of our staff and our customers.

During tough weather events, you need a fuel company with a heart.  The last week of December and the first week of January gave us some of the coldest temperatures in almost 70 years.\*

At AFC, we are proud of the dedication that our staff has shown during this challenging time.

Thanks to our operations managers and customer service staff who worked through the night responding to a record-breaking number of calls.

Thanks to our service technicians and drivers for going above and beyond to get our customers the fuel and heat they so desperately needed.

And finally, thank you to our customers for your patience and understanding as we worked through days of sub-zero temperatures to meet all of your needs.

Sincerely,



**Marc Lacasse**  
President & CEO

**Customers showed their love with phone calls, e-mails, thank you cards, etc.**

### AFC Record Breaking Stats\*\*:

Number of Incoming Phone calls: **10,753** During this period's PEAK, we averaged nearly 200 Phone calls per hour! (This doesn't include after hour calls)

Number of Homes Serviced: **7,391**

Number of Deliveries: **6,154**



Thanks for all the information. I love dealing with AFC. You folks have been very accommodating and easy to do business with. Blessings to your entire staff.  
M. K. T.

We love hearing that Fuel trucks roll up!!! Thanks for keeping us warm!!!  
S. D.

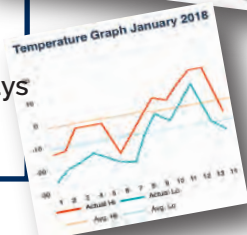
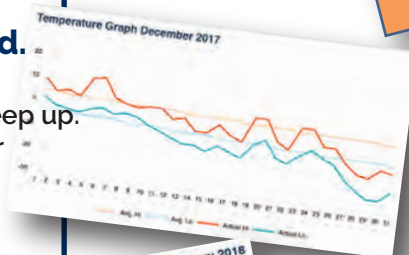
Thanks to Nick for delivering today! Our driveway wasn't plowed yet and Nick said, "No Problem" and he traipsed through the snow and delivered our fuel. We appreciate all that AFC is doing!  
J. E.

I wanted to thank you for my delivery today in the blizzard, especially the delivery guy. I know you've been more than out straight and this weather doesn't help your schedule. Being on auto delivery, I was down to 15% and was glad he came today. Just hope the power stays on!! Thanks for all your company's efforts especially the delivery and service folks.  
P. C.

### Below average Temperatures over the course of 10 days were more than anyone expected.

We can handle the cold...that is for sure. But most heating systems struggled to keep up. To have it run at or below zero degrees for several consecutive days, well that is something else completely!

AFC employees served our customers by helping our neighbors and the elderly reading their tank gauges, shoveling walk ways and caring for each other. This is what Mainers do best!



Temperature Graphs from AccuWeather  
\* National Weather Service from Gray, Maine  
\*\* Statistics from 12/26 to 1/9



## AFC welcomes Ed Snook as the new Chief Financial Officer.



AFC welcomes Ed Snook as the new CFO. Ed will develop and implement financial strategies in keeping with AFC's strategic and operational plans. Ed received his MBA at The Tuck School of Business at Dartmouth College. Prior to coming to AFC, Ed was the CFO for the Sun Journal and Sun Media Group in Lewiston. He has three adult children and currently resides in Auburn with his wife Cathy.

## Retiring CFO Peter Lawlor looking forward to traveling more.

Peter Lawlor will be retiring from AFC this coming month. His career started while he was majoring in Accounting at Boston College. After graduating, he gained more experience working in the Banking Industry and as Controller for several companies. Peter then moved to Maine. He invested and became the sole owner of Portland Photographics before selling the business in 2000. He returned to banking for three years prior to coming to AFC where he has been for the past 15 years. Upon retiring, Peter plans to travel to Florida, visiting several families and visiting as many golf courses as he can along the way. We are grateful for Peter's time at AFC and with his help as we have grown over the past 15 years.



### Benefits of Automatic Delivery

1. Convenience. You never need to watch your tank and you will never forget to "make that call" again.
2. Consistency. You know exactly when your fuel is being delivered & can even make arrangements for automatic payments.
3. Consideration. As an automatic delivery customer, you are a top priority for delivery service.
4. Comfort. Now you will be able to concentrate on other things... like reading & relaxing.



Don't be "that guy".  
Call us today to set up  
Automatic Delivery.  
623.3851



Augusta 623-3851 ♦ Clinton 426-3211 ♦ Winslow 872-2714

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