

Callow Times

The free newsletter direct from your local fuel supplier.

Issue 2: Winter 2017



And here's the clever bit!

Ever wondered how we deliver exactly the right amount of fuel to your tank?

Oil tank security

Ten top tips for avoiding oil theft

Liquid propane gas

We don't just supply heating oil you know

CallowOils

Bringing warmth to your home

A warm welcome from Callow



Welcome to the second edition of 'Callow Times', our new-look newsletter. The first issue, which was produced toward the end of last year was well received and we hope you enjoy this edition just as much.

Inside you'll find a mix of news about the Callow team, the services we provide to our customers and also articles of a more general nature. For example, Page 3 sees us take a look at the system we use to ensure you get exactly the amount of oil you've ordered, while on page 7 we give a few tips on reducing the risks of fuel theft from your tank. The ever-popular Jim's Corner remains a prominent feature, which you'll find on page 5.

You've been busy voting for your driver of the month and, just as we went to press, we were able to announce the third person in our team to hold the coveted title. So, it's congratulations to Rob Saunders from Hereford for winning the inaugural competition in November, also to Hugh Finnegan from Stourport for beating the others to it in December and to Jeff Tolley from Stourport, who's just been announced as the January winner.



Rob Saunders



Hugh Finnegan



Jeff Tolley

We always welcome your feedback and these days there are more ways than ever for you to express your opinion, we're on Facebook and Twitter with plans to launch ourselves into the world of Instagram and Pinterest very soon so, if we've done something great please shout about it to as many people as possible but if something's gone wrong please pick up the phone; talk to us and we'll fix it.

Thank you for choosing Callow we appreciate your business and we hope you enjoy Callow Times.



Louisa Beasley

Ever wondered how we deliver exactly the right amount of fuel to your tank?

Jim Callow will remember the old-fashioned systems where the driver had to screw lengths of pipe together and then manually pump the fuel via a handle; a very slow and messy process.

These days our driver arrives at your property and confirms your order on his computer. He then selects the required oil volume from the appropriate tank compartment on the vehicle, opens the valves and pulls the lightweight hose to your tank. We carry roughly 140ft of pipe which is plenty to access most tanks we come across. The really clever bit comes after he connects the pipe to your tank – his key fob allows him to start and stop the tanker pump all from the safest spot to ensure no spills; right by your tank. If the fob doesn't work for some reason, then he has a back-up gun on the pipe that will shut off the delivery. Our next vehicles will have a fob which shows the lorry meter reading as well, providing even more control over the delivery.



We use a 'dry line' delivery system. Once the last litre of your fuel has passed through the meter, a valve closes, leaving the line full of your fuel. The system then automatically introduces a large volume of air into the pipework, pushing your fuel from the pipe into your tank and purging the line clean for the next delivery. You might sometimes see the delivery pipe bucking and jumping around; this is quite normal and indicates the air passing through the line. The empty line is then light enough for the driver to pull back to the lorry.

When our driver returns to his vehicle your invoice will have already been printed out showing the unit price and litres delivered. Our meters are checked and sealed by Trading Standards, so you can be confident you always get what you pay for.



Did you know that Callow also supplies LPG?

Callow Gas are one of the largest independent suppliers of Bulk LPGs in the country, serving the West Midlands, Worcestershire, Herefordshire, Gloucestershire, Warwickshire and Shropshire and we pride ourselves on providing constantly competitive prices together with an unrivalled delivery service.

New to LPG?

Whether you choose an Above or Underground storage tank option, LPG supply from Callow Gas couldn't be easier. From the initial consultation with our knowledgeable sales consultants, to the installation carried out by our experienced "Gas Safe Registered" engineers, we'll make sure everything goes as smoothly as possible.

Do you currently use LPG?

Does it supply an individual home or a metered estate?

If you answered "Yes" to either of those two questions but you're not happy with your current supplier, then why not talk to Callow Gas? Switching is quick, easy and totally free of charge.

Since new regulations were introduced in 2009, you can now switch your gas supply to Callow Gas without having to change your existing tank. Our delivery service is second to none; we deliver when it suits you and we have an automatic top up system. We also offer a range of flexible payment plans including direct debits.

To find out more call us on 01299 251713 or email us at chris@callowgas.com

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Jim's corner



Well Hello, where has that winter gone that we in the oil trade were dreaming about? February is here and I am thinking the days are getting longer and the likelihood of any hard weather now is getting less likely by the day. If ever we do have a hard spell of bad weather, then believe me there will be chaos in the downstream oil industry. On my travels around the West Midlands I see tankers roaming around some 60 miles from their nearest source of supply. What chance have they got I ask myself of giving you the customer the service you deserve if the weather is inclement?

I notice elsewhere in the newsletter we have some tips re tank security. My top tip re fuel supplies would be to fill up your tank in July or August ready for the winter. It's a safe bet that the price will usually be less then, than it would be in December and money isn't dear at the bank at the moment. The price of oil wouldn't have to go up much for the fuel in your tank to be a better investment than money in the bank. With my experience of over fifty years in the fuel trade it is almost odds on that the price will go up in the Autumn and down in the Spring.

Changing the subject completely it has dawned on me that I could now be classed a "Gofor"! - go for this, go for that please Jim! However this is not a complaint, it is lovely to feel I can still be of help. Recently I was called upon to take my young ten year old Grandson Joe Callow with his spaniel puppy Dougie to a dog training class. From my position in the village hall it seemed that they were attempting to get the dogs to work for a treat. Needless to say the whole room was scattered with treats.

Watching all this brought back memories of my childhood when I was fortunate enough to have a little whippet/collie cross who I named Lassie. I was able to teach her to do most of the things they were trying to teach Joe and Dougie. If I told her to stay she would wait outside the school gate for me for up to two hours. I had a box which I tied to the carrier of my pushbike which she happily travelled in on the ride from Stourport to Wilden. We had great times hunting rabbits amongst other scrapes. Unfortunately, Lassie was quite distinctive being white with one brown ear. The local bobby knew where the blond haired kid with the white dog lived so it was no good running from him.

A handwritten signature in black ink, appearing to be 'Jim Callow'. The signature is stylized with a large, looped 'J' and a long, horizontal stroke extending to the right.

Jim Callow

Would you like cashback?

What could be better than a loyalty scheme that literally builds £s whilst you sleep? That's what you get with Callow Cash, our popular cash reward scheme. As you sleep in your cosy home, all safe and warm thanks to the oil fuelling your boiler, you're another night closer to your next oil tank top-up.

Register for a Callow Cash account and each time you order your home heating oil from Callow Oils we'll put some money back into your pocket by way of a cash top-up of your Callow Cash account. For example, if you order between 1201 and 1600 litres of oil we'll put £4.00 into your account.

How much Callow Cash do I save?

Oil Ordered (litres)	Money Saved into your Callow Cash account
500 – 800	£1.50
801 – 1,200	£3.00
1,201 – 1,600	£4.00
1,601 – 2,400	£6.00
2,401 – 3,200	£8.00
Over 3,201	£12.00

As soon as you've saved £15.00 (and if it's a cold winter that could be before you know it) you can redeem the cash or spend it against your next order/fuel bill. Call us today to set up your account.

Can we top that up for you?



If you run out of oil then call us; we'll pull out all the stops to get you topped-up again as quickly as possible but, at very least, you'll suffer stress, inconvenience and hassle trying to get your boiler started again. You might even have to suffer a night with no heat or hot water!

Checking your oil tank is a real pain, so what if you could leave the job of checking it to us? What if you never had to think about calling us and ordering oil? What if we were to look after everything and you could live with the peace of mind that your oil tank would never be empty?

More and more people are signing up to the clever way of staying warm – it's called the Callow Top-up Scheme. We'll draw up a plan that ensures we deliver oil to your home at regular intervals throughout the year, while we're in your area, and you're always guaranteed competitive prices. The Callow Top-up Scheme is the smart way to have one less thing to worry about, while guaranteeing you maintain a warm, cosy home.

Call us to set up your personal Callow Top-up account. Payment options include cash, cheque, card or BACS; whatever's easiest for you.

Oil tank security



Hopefully you'll never be the victim of heating oil theft, but there are a number of precautionary steps you can take to protect the oil in your tank. Some are easy to implement, while others may incur some expense but anything you do will help reduce the risk.

Here are ten top tips you should consider – the first one's our favourite:

1. Install motion-sensor security lights to alert you to any late-night activity – they make a thief think twice about targeting your tank too.
2. Your tank should not be visible from the road, or be placed near external gates or doors. If possible, install your tank somewhere you can keep an eye on it.
3. Fit decent quality locks to the filler cap and vent cap of your tank.
4. Consider a CCTV system, they're more affordable than ever. A cheaper deterrent is a 'Beware of the Dog' sign on your garden gate.
5. Lock garden access points when not in use and ensure garden fences are in good condition. High fences prevent your tank from being seen by passers-by. Try to avoid placing wheelie bins by your fence - thieves can use these to climb into your garden.
6. Ask a neighbour to keep an eye on your oil tank and report any suspicious activity if you're going to be away.
7. Consider planting prickly plants around your tank. Thieves will avoid things that may catch on their skin or clothing, leaving forensic evidence.
8. Keep a track of how much heating oil you have and how much you use, so you can tell if there's a sudden drop in levels.
9. Audible tank alarms are available, which will let you know if your oil levels drop suddenly due to theft or a leak.
10. Check that your heating oil supply and tank are covered by your home insurance.

If you do become the victim of an oil theft, report it to the police immediately and, where possible alert the local community. If you witness a theft in progress, call the police; do not attempt to approach the thief.

Keep in touch

There are always new and exciting things going on at Callow and we'd love you to be involved so we've made it easier than ever for you to keep up to date with what we're up to.

These days you can find us on Facebook, Twitter, Instagram and Pinterest. Whichever of these you use why not check out Callow today, then follow us to stay up to date with developments.



Like us at [Facebook.com/CallowOil](https://www.facebook.com/CallowOil)



Follow us at [Twitter.com/CallowOil](https://www.twitter.com/CallowOil)



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Launching soon. Follow our pins at [Pinterest.com/CallowOils](https://www.pinterest.com/CallowOils)

Fancy £50 off your next heating bill?

To be in with a chance of winning £50 off your next Callow invoice, just go to our Facebook page ([Facebook.com/CallowOil](https://www.facebook.com/CallowOil)), find the post about this newsletter and like and share it. At the end of April we'll draw one lucky person's details and hey presto, we'll place £50 credit onto your account!

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CallowOils

Bringing warmth to your home