

508-231-1400

www.jamieoil.com

Summer 2023

## Of plumbers, electricians, milkmen, and blacksmiths...



My father ran a business delivering milk and eggs from his farm. In his early years, they delivered using a horse drawn wagon and when it snowed they replaced the wagon with a sleigh. Ultimately, they bought a truck. When snow tires came out, it was a big deal. My father understood that good businesses adapt to changing markets and need to employ new technology to best serve a customer. He said that no business stays the same. "You are either moving forward or losing ground." It doesn't take a genius to realize that times are changing and at Jamie Oil we are committed to keeping up with our ever-changing world.



Tom Carey, President JOC

While we have worked very hard for many years to establish ourselves as the best home heating oil company in Metro West and Southern Worcester Counties,

*Of plumbers... continued on pg. 5*



## Flaherty Plumbing merges with JOC

Paul Flaherty Plumbing, one of the oldest and most respected residential and commercial plumbing operations in eastern Mass, merged with Jamie Oil in late 2022.

The company is located in Framingham and has served homeowners, small businesses, landlords, property managers and real estate developers in Middlesex and Worcester Counties. It was established in 1977 by Paul Flaherty, who is a lifelong resident of Natick. Jamie Oil intends to continue using the Flaherty name and all the plumbers previously employed by the company. The deal included 22 Flaherty vehicles which were specifically designed for high end plumbing work, 18 employees, and Flaherty's Framingham warehouse, which is located across the street from Keefe Technical High School.

Flaherty Plumbing, like Jamie Oil, has won several awards for outstanding customer service and satisfaction over the past forty-five years.

"This deal is perfect for both our customers and our company", JOC General Manager Keith Proia said when the merger was announced. "By having the Flaherty plumbers on our team, we are now fully licensed to work on gas heat in both homes and small businesses. In the old days, if one of our customers wanted to switch to gas, we would lose both the installation

**Fixed Prices Available Mid-June**  
Call us for details.

*Flaherty Plumbing continued on pg. 3*



## Employee Profile: Jody White

Jody White is one of our star plumbers. Born and raised in Bossier City, Louisiana, Jody moved to Douglas, Massachusetts, and **has been working for Flaherty Plumbing for the past 20 years.** Jody shows up to work each day with a can-do attitude. He is thoughtful, skilled, and solution oriented in his approach to our customers.

"He's the type of tenured plumber that is always looking to train and help the younger technicians improve. It's what makes our service team so strong, having the more experienced technicians train and develop the younger ones, that's why our guys have the skills they do", claims JOC General Manager, Keith Proia,



Jody White

Jody shows up to work each day, willing to contribute any way he can and truly is a team player.

"When initially acquiring Flaherty Plumbing, I heard how skilled Jody was; I knew he would add strong value to our team. Now seeing what he can do, it is no surprise customers are so impressed by him. He is friendly, knowledgeable, diligent, and treats every customer as if they are the most important customer", remarked JOC President, Tom Carey.

When Jody is not working with customers, in his free time, he enjoys cooking, fishing, and spending time with his wife, Michelle, their three children Christopher, Caroline, Samantha, and their new puppy Jack!

## Ductless Mini-Split Air Conditioning and Heating

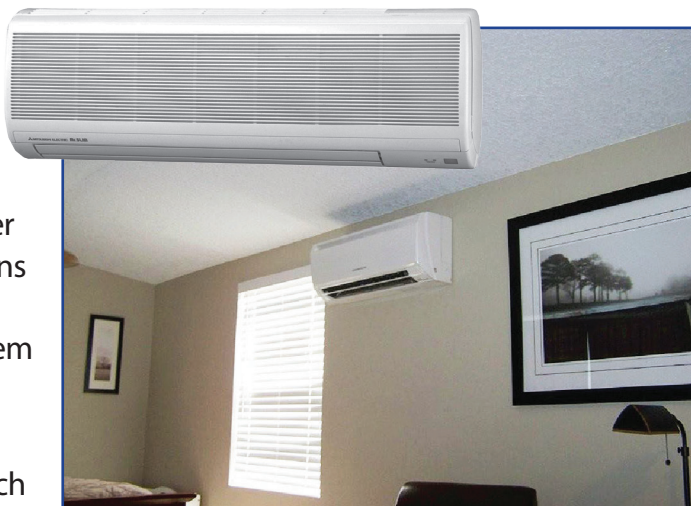
One of the best innovations in the air conditioning business over the last few years is the development of Ductless Mini-Split Systems. They are an ideal solution for adding comfort in a home or business setting without the expense of adding ductwork. If your home or workplace has hot water or steam heat, which means you have baseboard or radiators, a Mini Split System could be your answer for staying cool this summer.

Mini Split Systems are much quieter than window units,

they are easy and inexpensive to install, and they come in a variety of models and sizes. In short, you can cool your whole house or any portion of

your home in an efficient, cost-effective manner. Saving energy means saving money.

If you think you are unable to afford central air or do not want to run expensive ductwork throughout your home, call the experts at Jamie Air to inquire about the benefits of a Ductless Mini-Split System.



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dispatching desk, "Dispatching a no heat call for gas or oil is basically the same thing. If our clients have a leaky hot water tank, or their shower isn't working properly, we can send someone right out who is experienced and licensed to do the work."

"For years people have been asking me if I knew a good plumber, or if we can do certain work that

of the new boiler as well as the service work that the customer needs to do each year on that new heating system. We also can perform any service work our propane customers might need. Stoves, pool heaters, fireplaces, furnaces and even tiki torches, we can now install and fix them all."

The Flaherty office and the dispatching of the plumbers will be moved to Jamie Oil's office at 171 Main Street in Ashland. "We want to keep it simple for our customers," Catie Lesniak added, who has been with JOC seventeen years and manages our

*Need a plumber? Call Jamie Oil today.*

used to be beyond our scope, when we just worked on oil heat. They also complained that it is so hard to find a reliable plumber," JOC President Tom Carey said.

"The goal is to make it easy for our customers, if they need a plumber, all they have to do is call Jamie Oil and they will get the same quality of work and guarantee of satisfaction that we have delivered since 1989."

## Water Filters:

*Do you eat the peel of a banana?*



Sounds like a strange question, right? Well, think of the water coming out of your faucets as a banana. You wouldn't eat the peel; you strip it away and eat the safe food within! Think of



water filtration as peeling away the unsafe and harmful chemicals and bacteria in your water and leave the safe "inside" for you to drink. Sometimes we don't think about the harmful chemicals and bacteria that are in our town and well water. Is your water safe to drink?

Call us today for a free water test and quote on your personalized whole house water filter system!

**Call us: 508-231-1400**

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## New Faces at Jamie Oil & Flaherty Plumbing!

### Jeff Mills

Jeff comes to us with an array of experience in client service, analytics, inventory management, and scheduling. It comes as no surprise that Jeff has assimilated well with our team here at Jamie. Customers and colleagues continually commend Jeff for his strong organizational and interpersonal skills. Jeff is a native to MA, growing up in the Northshore, and currently resides in Grafton. In his free time, he enjoys gardening, going for hikes, and taking care of his geese and duck (he's hoping to get a goat too!). Please join us in welcoming Jeff to our team!

### Billy Bard

It is about time Jamie Oil had an electrician on staff! Billy has been a **licensed electrician in the Framingham area for over 30 years**. It is his reputable work that caught the eye of Jamie Oil General Manager, Keith Proia. Billy was born and raised in the Framingham area, servicing our com-

munity for many years. He currently lives with his wife, has two daughters, and six grandchildren that he enjoys spending time with. With Billy on staff, we can do more for our customers without having to outsource. We know customers will be satisfied having an experienced professional, like Billy. We couldn't be happier to welcome him on board!

### Shetia Diggs

Shetia joins our dispatching desk having expertise in dispatching, scheduling, and inventory control. Her strong work ethic and ability to excel in a

fast-paced environment quickly showed she is an asset to our team! Handling customer inquiries and scheduling jobs is her specialty. Shetia grew up in the Boston area, she currently lives in Rhode Island with her children. In her free time, she enjoys spending time with friends and family. If you are lucky enough to connect with Shetia via our phones, please join us in giving her a welcoming hello!



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## JOC becomes Generac Generator Dealer

### Don't get left out in the Dark!

We are pleased to announce that we are now officially a **Generac Generator Dealer!**

Have you ever been enjoying your favorite show on a snowy night and suddenly, your house is pitch black? Power outages happen at the least opportune time for us all.

When you lose power, your heating system will not operate, exposing you to the risks of frozen



pipes and the discomfort of cold showers. Generators have become more and more common for many of our customers, especially as people work from home, enjoy family nights watching Netflix, and **increasingly rely on our electrical grid to heat their home and hot water. Most generators we sell are powered by propane.**

Avoid the hassle of losing power and call us today for a quote on installing a Genrac generator.



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**Questions** continued from pg. 1

we have watched the trends in our industry and we understand what is going on. About twenty years ago we began selling and servicing German and Italian made oil fired heating equipment. We made that decision for two reasons: It was better equipment and our customers wanted the best technology available in the marketplace. When our clients began to consider air conditioning a necessity instead of a luxury item, we got into the AC business.

You need to be able to adapt. In the 1920's and 30's, the smart blacksmiths began selling gasoline and repairing automobiles. The children of those blacksmiths learned how to fix foreign cars in the 70's if they wanted to stay in business. Those who failed to adapt fell by the wayside. The Blacksmiths



*Modern 120 gallon propane tank*

choice for many consumers and governmental agencies, who are providing generous rebate programs to property owners for their installation.

Just like the garages that decided to work on foreign cars did during the days of Jimmy Carter, we

have had to retrain our service technicians and hire new ones that can work on the equipment that our customers want to buy. We got into the plumbing business and hired an in-house electrician so that we are able to install and repair any and all types of heating and cooling systems available in the marketplace today. By having these services offered by in house employees, we can offer our customers better reliability at more economical rates than those who use sub contractors.

**Our mission continues to be very simple: No matter what heating system your house may have or no matter what heating or cooling system you may want to have, we will be the best at installing, servicing and repairing that system, for as long as you own that house.**

When I asked my dad what innovation most improved life for him and his customers, he said "A truck with a transmission can shift into reverse... horses, wagons and sleighs can't. Delivery by truck was faster, more reliable, and more economical, just what the customers wanted most." Some things don't change.



*A JOC "bobtail" which offers modern economical and safe delivery of propane.*

are all gone as are the garages that never learned how to work on Hondas, Volvos, and BMW's.

While oil heat will likely be around for another twenty five years or more, we are seeing increased interest from our customers in newer technology that is powered by electricity. Heat Pumps and Mini Splits, which are basically fancy air conditioning systems, have become the heating system of

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