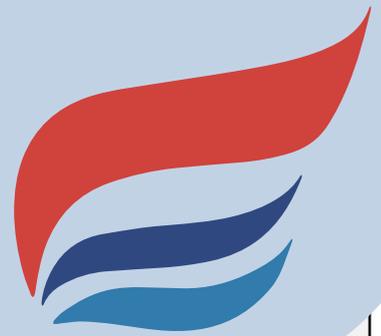


Tincknell Fuels

Newsletter - Autumn 2022



What a year!

Living where we do in the idyllic west country with the calmness and tranquility, its often easy to forget the incredible changes that prevail, from global fuel crises, inflation, increasing food costs and now political upheaval. Yet we continue as ever and Tincknell's is very much part of that stability.

That doesn't mean to say we sit still. No.

We've been investing heavily to ensure we are, as best we can, future proofed. We are about to commission new fuel tanks at both Wells and Gillingham depots which will enable us to supply renewable fuels in the very near future. Often referred to as HVO, these new fuels form part of the UK's drive for greener energy and we will be part of that impetus. We've also worked tirelessly to put in place fuel contracts with our suppliers to ensure we can keep you warm this winter. This year to June saw the lowest kerosene sales within the UK for twenty years, likely as a result of wildly fluctuating prices due to the Ukraine conflict and of course the warm summer. This means that there is a vast pent up demand waiting to be supplied, so please don't delay in ordering. As to prices, my crystal ball is as confused as your own at this point.

Will there be government support for those on oil and LPG? Hopefully, but details are as I write, a little thin. As soon as we know we will advise via our website.

Our training schedules have been vast this summer. From preparing to adapt boilers for the new fuels, to understanding the complexities of air source heat pump installation, but we are ready. We question whether heat pumps are the appropriate new technology for our rural housing stock and our industry leaders are pushing government to take a fresh look at all the resources available. Interesting times for sure. You can follow the debate on www.futurefuels.info via our own website link.

Finally we've established a new division, Tincknell Electrical, which is going from strength to strength.

It just leaves me to thank you all for your valuable custom, once again it is much appreciated.

Rob Ormond
Managing Director



With so much already written I think it best to simply pay our own tribute to our beloved Queen Elizabeth II by saying 'thank you Ma'am', and wish good fortune to our new King Charles III as he steps forward to undertake the enormity of the task ahead.



HM
Queen Elizabeth II
1926 - 2022

The future of heating at Tincknells



Big changes are afoot as Government policy linked to climate change impacts the industry. New gas and oil boilers for new homes will be banned, from 2025, but currently we are still able to install replacement boilers with no end date announced.

The goal is for UK households to be carbon neutral by 2050! That's great news as it energises change. New generations of compliant boilers are coming on stream, alongside new fuels, air and ground source heat pumps, and solar and Tincknell Heating will be ready to install them all, with new partnerships in place and training of our team ongoing. We've invested in our future so we can continue to support you!

Lee Tidball-Zapp, our Technical Manager, has spent months analysing the market and choosing carefully which new partners join our growing list of accredited partners.

Tincknell Property - Cathedral Business Park

The Sidings at Cathedral Park Wells is the latest project completed by Tincknell Property. 21 new light industrial units, from 500-2000 square foot, bringing much needed space for local businesses and to create employment opportunities. The first tenants moving in are Roman Glass, ISS and Screwfix, there is also some space still available.



Is it time for an Autumn top-up?

Check your Tank and Oil level

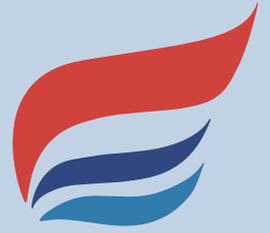
To order, return your reply card (freepost) or complete online www.tincknells.com/replycard

The Tincknell 2023 Calendar

Please let us know if you would like a calendar this year either on the reply card or email enquiries@tincknells.com



Tincknell Fuels



Our Fleet

Our tanker drivers work all year round, in all weathers, delivering oil to our customers, so the delivery vehicle is of great importance to them. At Tincknell's we are proud of our fleet and the meticulous fashion in which the vehicles are maintained by Volvo. We continue to invest heavily and during 2023, if all goes to plan, six new vehicles will join the fleet. These will be more efficient, even safer, and will have new technology to improve the experience for both our drivers and customers.

Our aim is to provide peace of mind that whilst the work we do and equipment we operate is not without risk, we minimise risk by using highly-skilled operators that take every safety precaution available. Our ongoing training programmes are geared to safety, both customer and driver.



Environment safety

Training is vital to handle spills when they occur, which, thankfully are not too often. All our drivers and depot staff undergo intensive training in how to cope with those initial few moments and reduce the environmental damage that can occur.

But prevention is much better than dealing with a crisis.

The best method of preventing a heating oil spill or leak from your oil storage tank, is to ensure that is well maintained. Picking up on any faults or damage early before they escalate into a major issue is crucial. From our extensive experience of dealing with delivery related spillages, we work alongside industry experts to both train our teams, but also come in and give genuine expert guidance on clean up strategies.

New Tanks installed for Renewable Fuels

At our Wells and Gillingham Depots we have recently installed new fuel tanks, pipe work and pumps to enable us to deliver the new generation of renewable fuels in the greener world we face. Often referred to as HVO (Hydrotreated vegetable oils) although that term does not cover all the new products available in this expanding market. These new formulas are far greener (up to 90% reduction in gas emissions) and are already extensively used in other countries. No doubt, they will become an integral part of home heating in the near future, and already have applications within industry and more importantly farming as supermarkets continue to come under pressure to improve their own green credentials.



Tank Checks

When clearing away the Autumn leaves and before ordering your Winter Fuel delivery, take a little time to check your heating oil tank and the area around it. After the long hot summer like we have had this year, premature cracking of the tank may occur.

We offer a full oil tank replacement service including supplying new bunded oil tanks, installation, replacing pipework if necessary and testing. We'll also transfer oil from the old tank into the new tank and ensure everything is working properly and restart your boiler where necessary.



- Check for any damage splits and cracks
- Clear away any debris, weeds or overgrown plants from the immediate oil tank area
- Clear the path to the tank for you and the delivery tanker driver.
- Make sure the pipes, filters, and fittings, including any locks, are in good condition and free of leaks.

Traditional Country Stores with a personal shopping experience:

Tincknell
COUNTRY STORES
Bringing the Country to Life

OPEN 7 DAYS
Mon - Fri: 8am-5.30pm
Saturday: 8am-4pm
Sunday: 10am-4pm

Wells
Glastonbury Rd
BA5 1TH
01749 683150

Congresbury
Brinsea Rd
BS49 5JG
01934 832318



Tincknell Premium Fuels
worth that little bit extra

Tincknell Premium Kerosene & Tincknell AGA Additive

With Autumn just upon us, you have probably started to think about turning on your heating, whether your tank needs filling or if your boiler needs servicing.

Here at Tincknells we can offer you the complete home heating solution.

Tincknell Heating



A bright future with Tincknell Electrical

Phillip, Bradley our new Electricians & Apprentice Alex, have joined us in this new section of the Company. They are able to quote for any job requirement whatever the size, with our usual guarantee of customer satisfaction and quality workmanship.

- Electrical Testing & Inspection for domestic, commercial & Industry
- EV Car charging points
- Solar Photovoltaic Energy - energy sourced from sunlight

Please call us for a FREE no obligation quotation.

Tincknell Electrical



A simple solution for greener heating

With the cost of energy rising and set to rise further how can you save money on heating?

Insulation! Always Insulate.

Up-grade your old heating boiler and controls to the new generation boiler combined with modern controls.

A Tincknells New Generation boiler perfectly complements your overall heating system efficiency usually without much disruption. We are agents for Sapphire, the industry's first Fully Modulating OpenTherm Certified Liquid Fuel Boiler on the Market.

Find out why you should heat your home with the Sapphire boiler and Genius controls, whilst reducing your carbon footprint along with lower fuel and electricity consumption.



Energy Saving - Air Source Heat Pumps

Design, Planning and Education is paramount to have a successful and efficient ASHP system installed. They are becoming an increasingly popular choice for homeowners who are looking to install renewable energy solutions in their home. Not all properties lend themselves to this form of heating, but most can with other factors being implicated.

An air source heat pump is a low carbon and an alternative way to heat your home and will enable you to generate your own renewable heat and potentially save money on your energy bills.

Our Technical Manager, Lee, has attained the prestigious Heat Geek Mastery BPEC qualification, so is able to assess your property for the initial Heat Loss calculation, advise on your expectations and design a system to fully heat your home.

Save with a new energy efficient Boiler



Considering a new boiler but worried about the cost?

It can be a scary thought but we offer many different payment options, including 0% interest over 2 years. Modern boilers are more efficient than older models so if your boiler is more than 10 years old it will be far less efficient than a newer model.

Changing to a new generation high-tech boiler will reduce costs by using up to 10% less fuel and achieve an efficiency rating of up to 90%.

Additionally, these boilers also burn fuel more completely, so the emissions are less damaging to the environment. Our OFTEC & Gas Safe trained engineers can assess your efficiency rating and discuss your requirements to ensure that we supply and fit the right boiler for you.

We are Worcester Bosch Accredited Installers.

Why Service Your Boiler?

Just like a car, a boiler needs to be well maintained in order to keep it operating at its best. All boiler manufacturers recommend an annual service to help ensure that it is performing as efficiently and safely as possible.

- Makes your boiler run more efficiently saving fuel
- Reduces the possibility of breakdown
- Extends the life of the boiler



All our engineers are OFTEC and Gas Safe trained. They work efficiently, and cleanly and their well stocked vans carry all genuine parts, which are guaranteed.

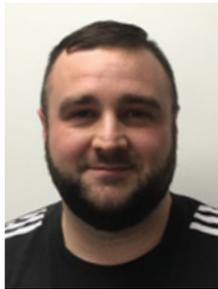
Make sure your boiler & cooker have been serviced in preparation for the Winter months



New beginnings



With a National shortage of Drivers in the UK, **Nick & Ed**, our new recruits in Wells, have gained their HGV licenses and have adapted to driving the range of trucks amazingly. They are receiving various other training throughout the Company, learning new skills, a completely different role and a very exciting career change for them both.



Mark & Chris have joined the Avonmouth Depot as tanker drivers, with Chris, passing his HGV test and now out on the road delivering to areas all around Bristol and beyond.

Defibrillator Evening Success

The defib located at Our Head Office on Wookey Road, Wells forms a crucial part of the cities capability in the event of a sudden cardiac arrest. Annually we host a training evening for the public and our own team.

Kim Davey, of the South Western Ambulance Service explains in a very calm and effective manner just what we are all capable of achieving in such a crisis to help save lives.



Kieran has joined the office at Gillingham learning all aspects of Depot work, from customers requests to routing deliveries and is waiting eagerly for your call.

With a significant shortage of qualified heating and plumbing engineers in the UK, and keen to build the future for Tincknells, we have employed a few apprentices within our Heating Service Department.

When recruiting we are always looking for people who are passionate about their chosen careers.

The Queens Platinum Jubilee

Head Office celebrated in June with, of course, a traditional afternoon tea.

The amazing achievement by Queen Elizabeth II needed to be acknowledged in style and we will be celebrating again at King Charles III's coronation.

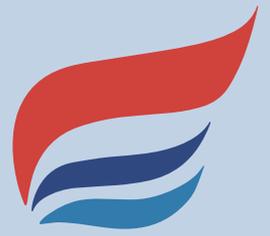


Fundraising for Ukraine

A fundraising week for the Ukrainian Appeal was a great success with a pie week at Head Office and staff making a variety of different pies along with a prize draw chart, raising over £300 and the Company kindly added to the fund to send off £1000 via the Red Cross and are hosting a family from Ukraine.



Tincknell News



Finn, Daniel, Todd & Matt our next generation of employees, are receiving hands on training from our skilled engineers while they get the chance to develop their own skills, combined with time off to attend training through college.



Paul retires after 37 years



Paul Sciven, our Senior Heating Engineer, had some wonderful stories to tell at his retirement party. He joined Tincknells in 1985 and received great praise from not only his work colleagues but from customers over the years. He was known as the one to go to if you had a problem and we all wish him a very happy retirement.



Head Office & Accounts: **01749 673661**

Tincknell Heating: **01749 678828** - Wells: **01749 672977**

Gillingham: **01747 823184** - Avonmouth: **01179 827461**

Email us at sales@tincknells.com Check out our website - tincknellfuels.com