



Warmth guaranteed

highlandfuels.co.uk





When you are ready to refill your heating tank, or if you would like further information about your heating oil and the services we provide, our friendly team will be on hand to answer any queries or questions you may have.

Included in this pack are details of our interest free Payment Plan, which is a particularly easy and flexible way to pay for your heating oil requirements. There are no extra costs and our plan is available to all domestic customers after full payment of their first delivery.

You can save £10 by joining our payment plan. This will be automatically credited to your account when you join the plan either over the phone, or with the form on our website.

We are also pleased to introduce our Top Up Scheme. This service takes the worry out of remembering to top up your tank as we will monitor your usage, place the order and arrange delivery for you, ensuring you never run out again (subject to availability in your area).

Our website also has a lot of useful information on it, and you can obtain a quote, make a payment or place an order without even lifting a phone.

Highland Fuels are committed to offering a first class service to our customers and would appreciate the opportunity to do business with you in the future.

Welcome to Highland Fuels

A worry free warm home starts here

Dear new customer, in this pack you will find information on some of the services we provide.



highlandfuels.co.uk



Our Top Up Scheme

Don't run out of fuel again

With today's hectic lifestyle, let us take the worry out of remembering to top up your tank by joining our Top Up Scheme*

- Our system monitors your usage based on daily average temperatures, tank size and previous deliveries.
- We place the order and arrange delivery for you – ensuring you don't run out of fuel.**
- We will contact you prior to your top up delivery by email to ensure you are ready for your fuel.
- We aim on each delivery to fill your tank which ensures our system runs efficiently.

If you would like more information, please contact one of our friendly sales team.

You are eligible to join the Top Up Scheme after full payment of your first fuel order.

*Subject to availability in your area. **Any increased usage (which we need to be informed of) may affect the delivery schedule.





With increasing regulations covering fire protection, building control and environmental issues, it has become necessary to use a professional tank installer. We can recommend a reliable local tank installation company to provide a no obligation quote.

If you are a member of our Payment Plan, you are also entitled to up to six months interest free payments.

If you would like more information, please contact one of our friendly sales team.



Checking the oil level in your tank

Regularly monitoring the oil level in your tank will ensure you don't run out. It will also help you build a picture of your usage so you can accurately predict when to start checking the level of oil left in the tank and place your next order.

You can monitor your oil level with a tank telemetry system like a Watchman. This constantly monitors the level of the oil in your tank with a handy little display you can keep in the house.

Then of course, there is the 'old reliable' method of dipping your tank. A broom handle makes an excellent tool for dipping.

3 inches or 8cm from the bottom of a 1,200L tank means you have approximately **100 litres** of oil left. That will last the average home between **5-10 days** depending on usage.*

You should be able to take a **900L** delivery with around **9" or 23cm** of oil in your **1,200L tank**.

*Your usage will depend on a number of factors including size of house, insulation, running time, boiler health. Tank shape and size will impact on the volume per inch/cm. Strapping charts are available on request.

Oil Tanks

Great deals on a great range of tanks

Highland Fuels work extensively with Kingspan to bring you a great deal. With an extensive range, we are sure to have a tank that's just right for you.



There are no charges, and the plan enables you to defer payment on 50% of the value of your fuel order.

Here's how it works if you join the plan

- One of our team will help you estimate your annual heating oil bill. One twelfth of this becomes your monthly payment into your Payment Plan account. Your payments are made by Direct Debit.
- You are eligible to join the plan after full payment of your first fuel order.
- You can order heating oil from Highland Fuels at any time as long as there are sufficient funds in your Payment Plan account to cover at least half the value of your order. You can make a top up payment to bring your account balance up to the required level. This enables you to defer payment on 50% of the value of your fuel order when you join the plan.
- We will send you a quarterly statement-allowing you to monitor your Payment Plan account and obtain a refund at any time if your credit balance becomes too high.
- We will review your monthly payment level regularly and agree with you on any adjustments – up or down – required to match your heating oil usage. This ensures you are not suddenly faced with an unexpected large bill.
- You can leave the Payment Plan at any time, and close the account, subject to clearing any outstanding balance. There's 'no strings attached' with the Highland Fuels Payment Plan.

Payment Plan

Easy budgeting for your heating bills

Our Payment Plan is the convenient and flexible way to budget for your heating bills.





We are Scotland's leading independent fuel distributor

Though our headquarters remain in Inverness, the company has steadily expanded and now Highland Fuels distributes fuels throughout Scotland.

With 11 depots located across Scotland, Highland Fuels is able to provide our customers with outstanding service, competitive prices and a commitment to health, safety and the environment.

Established
1957

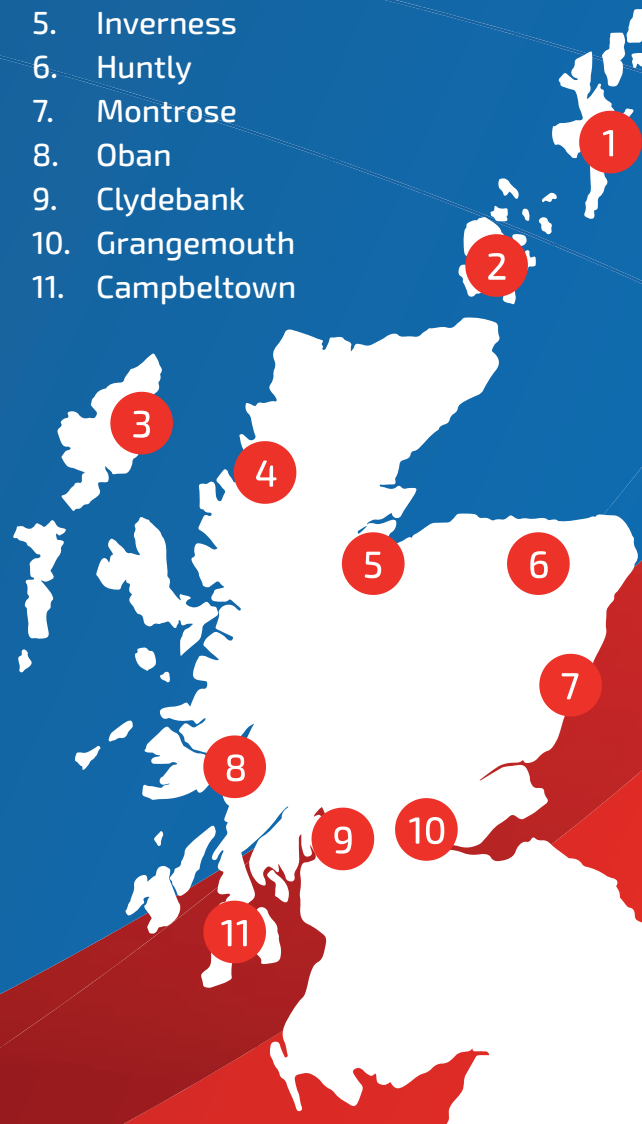
250
Personnel

16
Retail Sites

45
Road Tankers



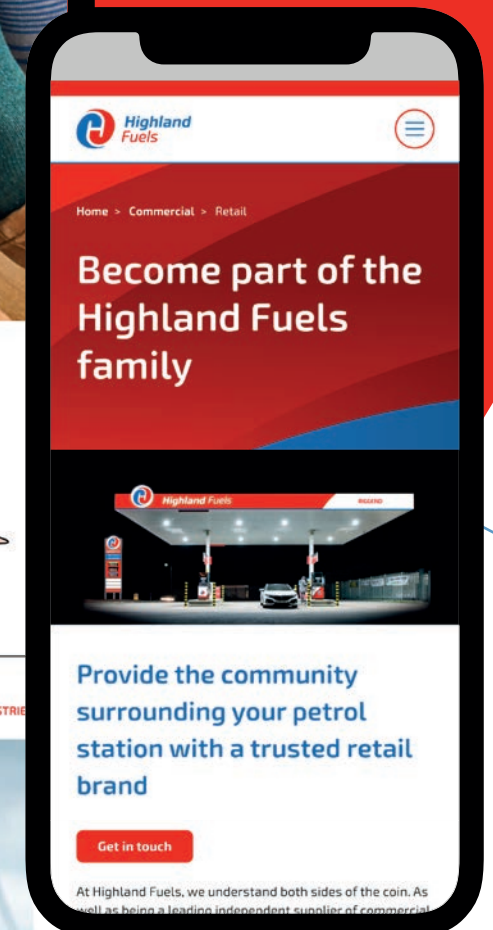
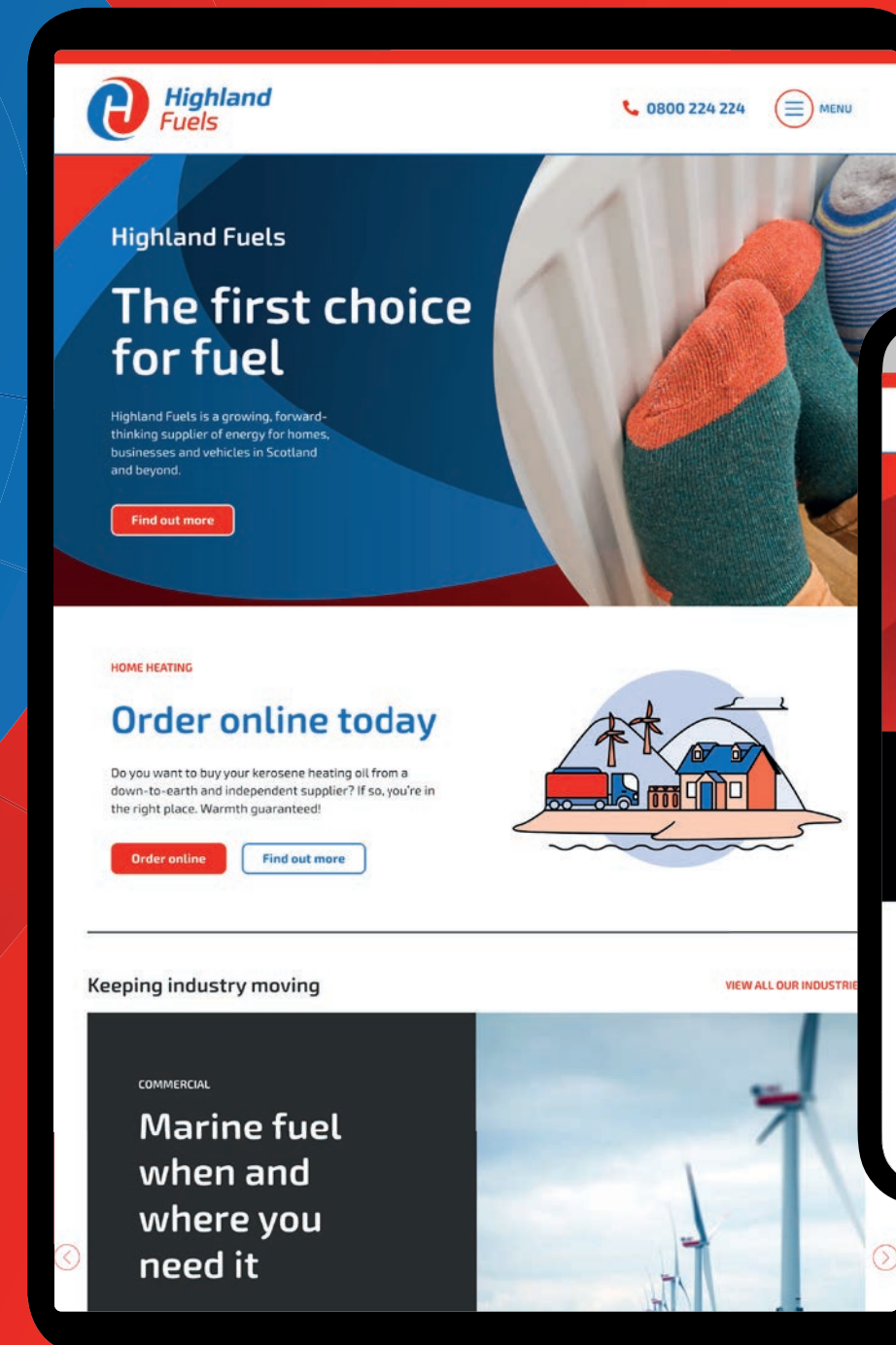
1. Lerwick
2. Scapa
3. Stornoway
4. Ullapool
5. Inverness
6. Huntly
7. Montrose
8. Oban
9. Clydebank
10. Grangemouth
11. Campbeltown



Contact us today

Freephone: 0800 224224

Email: sales@highlandfuels.co.uk



highlandfuels.co.uk