

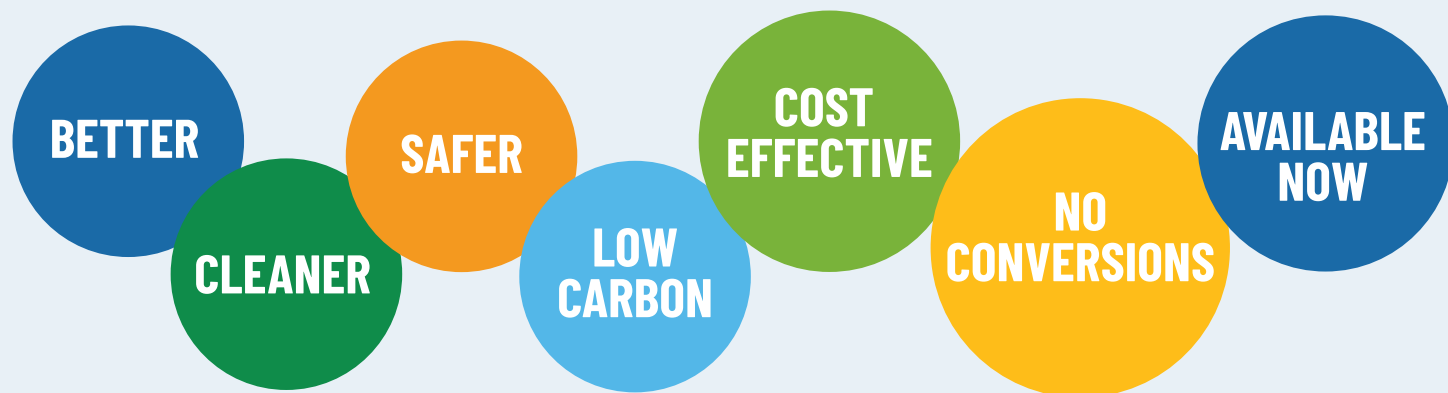
Bioheat® Fuel Talking Points for CSRs

Use these tips to answer customer questions about Bioheat® fuel and learn how to bring up Bioheat® fuel on your own during conversations with your customers.



WHY WE DELIVER BIOHEAT® FUEL

Because it is better, cleaner, and safer, and so much more:



ANSWERS TO COMMON CUSTOMER QUESTIONS

Be the expert on Bioheat® fuel for your customers, but make sure you translate your knowledge into terms they'll understand.

Q: What is Bioheat® fuel?

A: Bioheat® fuel is a blend of heating fuel with renewable biodiesel.

Q: What is biodiesel?

A: Biodiesel is a renewable liquid fuel made from by-products that would otherwise be wasted, like:

- Soybean oil
- Inedible corn oil
- Animal fats
- Canola oil
- Used cooking oil

Q: What makes biodiesel renewable?

A: Biodiesel is a renewable resource because the materials used to make it are agricultural by-products, also known as feedstocks. They are readily available and are made during agricultural production and would go to waste if not used to make biodiesel.

Q: Can I use Bioheat in my existing heating system?

A: Yes! If you have an existing heating system and fuel tank, you can use our Bioheat® fuel.