

The Mitchell Times

Spring 2014 Edition

**If you should ever need our assistance, we are never more than a phone call away!
(800) 237-3835**

Please visit our website: nemitchell.com for information on all our quality products:

- 🦋 Heating Oil
- 🦋 Propane
- 🦋 Electricity
- 🦋 Wood Pellets
- 🦋 Heating & Cooling

From the Mitchell Family

Dear Friends,

As we make the transition from a historic and challenging winter to brighter and warmer days, we want to thank all of you who helped us by clearing snow and ice from pathways and fills over the past few months. Your assistance helped our team keep moving to meet the demands of the winter and we really appreciate it.

At Mitchell, we are now focused on providing you with the products and services that you need to make the most of the Spring and Summer. Last year we saw one of the hottest Julys on record and many of you have already started to inquire about air conditioning installation, maintenance and upgrades for the coming months. Our team is ready to serve your



cooling needs this Summer, so please feel free to call us with any questions.

This is also the time of year when we remind our customers about the benefits of performing annual maintenance on your home's heating system. We know that the last thing you want to be thinking about is your heating system after the Winter we had. However, the earlier you plan for system maintenance the better the opportunity we will have to meet your desired timeline. And don't forget about preventative maintenance needed on your propane heating systems, gas fireplaces, pool heaters and air conditioning. All of these systems require regular tune-ups to operate safely and efficiently all year long.

As always, we thank you for your business and your trust. Please let us know if there is anything we can do to serve you better.

- The Mitchell Family



From the Energy Experts The Benefits of Annual Maintenance

Most homeowners know that annual maintenance should be done on your oil heating system to ensure that the unit continues to run safely and efficiently. However, what you may not realize is that the annual maintenance can be performed at any time during the year. As long as the system is cleaned annually, this will prevent excessive carbon build-up which could affect the safety and efficiency of the system. Along with the cleaning, the unit is thoroughly checked to identify potential problems before they become major issues. Here are some of the items we check during your annual maintenance appointment:

- 🔧 Oil tank and lines (aboveground only)
- 🔧 Oil and air filters
- 🔧 Flue pipe and chimney base (where accessible)
- 🔧 Water pressure and plumbing parts
- 🔧 Humidifiers and air cleaners
- 🔧 Safety and temperature controls
- 🔧 Combustion chamber and heat exchanger
- 🔧 Blower assembly



Call (800) 237-3835 today to schedule your annual maintenance!

Super Service Award

Mitchell is happy to announce that we have earned the service industry's coveted **Angie's List Super Service Award**, reflecting an exemplary year of service provided to members of the consumer review service in 2013.

"Only about 5 percent of the companies Mitchell competes with in the Fairfield County Market are able to earn our Super Service Award," said Angie's List Founder Angie Hicks. "It's a mark of consistently great customer service."

Everyone at Mitchell would like to extend a sincere "Thank You" to all of our customers who have provided a review on Angie's List, our social media sites, or through your emails and notes that you've sent into us throughout the years. We will continue to treat you and your home with the kind of care and respect you deserve.



Prepare for Summer

Warmer weather, longer days, barbecues and bonfires are right around the corner. Now is the time to prepare your home for the season ahead. Here are just some of the ways Mitchell can help you enjoy your summer:



Pool Heat

In addition to providing propane to heat your pool, we can conduct a comprehensive cleaning and service of your pool heater. Once you have the pool open and pump running, give us a call to schedule your appointment!



Grilling



Outdoor Fire Pit



Air Conditioning

Have you considered upgrading your Central AC System? If your current air conditioner is more than ten years old, it could be operating at lower than 10.00 SEER. If the annual cooling bill of a 10.00 SEER system is \$800, you could potentially save up to \$356 with a higher SEER system. That's an annual savings of 45%. **Call our office at (800) 237-3835 for more information!**



Wear Red Day 2014



Mitchell Staff wore red on Friday, February 7th in support of the 11th Annual National Wear Red Day! For more information about this great cause please visit www.goredforwomen.org/.

Shamrocks Against Dystrophy

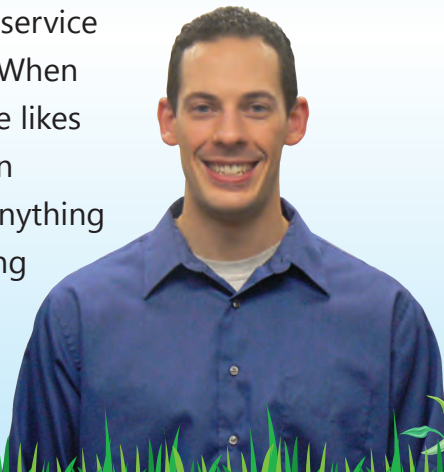
Mitchell would like to say "Thank You" to all of you who supported Shamrocks Against Dystrophy this year. This great event benefits the Muscular Dystrophy Association and for every \$800 raised, one child will be able to attend MDA Summer Camp in Hebron, CT. Mitchell Stores raised over \$2,200 this year!



Spotlight



This edition of the Spotlight features Nick Ierace. Nick has been a member of the Mitchell team since March 2009, and manages all of our IT needs. While Nick has over 10 years of experience in technology and business operations, he is also no stranger to providing customer service in the Mitchell way. When Nick isn't working he likes spending his time on Candlewood Lake, anything with an engine, hiking and being with his family.



Customer Testimonials

"We want to thank your company for the excellent customer service and timely deliveries of propane for our heating system. Over the years, we have been approached to switch suppliers, but always our response is we are extremely satisfied with our current provider. All of your staff treats us like we are valued customers."

- South Kent, CT Customer

"Coming home on a sub-10 degree day to find no heat is not fun. The technician arrived, diagnosed and fixed the problem quickly. I say it to all my friends, but it bears repeating here. Anyone can sell you oil, its service that makes the difference. Mitchell service!"

- Danbury, CT Customer

Danbury (203) 744-0600
New Milford (860) 354-5518
Redding/Ridgefield (203) 431-3921
New Canaan (203) 966-5001
Toll Free (800) 237-3835

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Mitchell
Since 1945.

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