

# The Mitchell Times

## Spring 2015 Edition

### Need Help?

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

### Visit [nemitchell.com](http://nemitchell.com):

For more information about  
Heating Oil, Propane,  
Electricity, and Heating & Cooling

### Celebrating 70 Years of Service:

This year marks another milestone for the Norbert E. Mitchell Co., Inc. We are celebrating 70 years of service to our community! Life seems to have gotten more complicated over the last 70 years, but the things that really matter in life haven't changed.

We still believe that our success depends on providing you with the best service possible, and that starts with our people. The Mitchell team is friendly, courteous and knowledgeable. They are your neighbors. They understand your situation, are thoroughly trained to answer your questions and are committed to serving your needs.

We still believe that our success as a company is tied to the success of the communities we serve. That is

why our employees volunteer their time in many community organizations, and it's why, as a company, we sponsor hundreds of local events and organizations.

We still believe that having a good neighbor is a precious thing. We are determined to be a good neighbor, and that means bringing you the best products on the market today, at the fairest price possible, with the finest service available in the industry.

Thank you for making it possible for us to be able to reach this exciting milestone in our company's history. It is our privilege and our pleasure to serve you and your family each day.



**- The Mitchell Family**

### Mitchell Price Protection:

The drop in world oil prices over the last year has created a good opportunity for significant heating oil cost savings for next winter. The average oil price during the first four months of 2015 was at its lowest level since 2009. This means that you have an opportunity to spend less per gallon for heating oil next winter than you have spent in over **five years!!** We can't tell you when energy prices will be at their absolute lowest or how long prices will remain at this level, but we do know that this price reduction is good news for those of you who are looking to control your heating expenses for the coming year. When you are ready to start thinking about your heating oil for next heating season, please log-in to your account to check current pricing or call our office to discuss the many options that we have. Please review descriptions for our plans below and don't hesitate to contact our office if you have any questions.

#### Prebuy Plan:

- Allows you to purchase your desired amount of heating oil or propane at a discounted fixed price for one year.
- Full payment for this plan is required once the plan's contract is signed.
- Due to State of Connecticut legislation, this plan can only be offered April 1st thru October 31st.

#### Fixed Price Plan:

- "Lock-in" your price for one year for your fuel deliveries. **You never go above or below your fixed rate.**
- Enables you to divide your estimated fuel costs into easy monthly budget payments.

#### Cap Plan:

- 5¢ off the posted price at delivery and "caps" your per gallon price for one year. **You never go above your capped price, but you can go below!**
- Allows you to divide your estimated fuel costs into easy monthly budget payments.



## Mitchell Annual Maintenance:

One of the most important services we provide to our customers is the annual tune-up. Annual maintenance should be performed on your home's heating system and many of your home's larger appliances. Here are just some of the pieces of equipment our expert service technicians can review and clean for you:



Heating Oil & Propane Heating Systems



Air Conditioning Units



Pool Heaters



Gas Log Fireplaces

**Call our office today at (800) 237-3835 to schedule your annual maintenance, or improve your home by installing any of the equipment items above!**

## Mitchell Air Conditioning:

Installing an air conditioning system is not only an investment in your home, but in your family's comfort as well. Selecting the right system for your home can be a complicated decision. What air conditioner should I get? What efficiency rating best suits my needs? How much will it cost to maintain?

If these questions seem confusing and daunting then have no fear, the experts at Mitchell can help you select the best system for your unique situation. They will examine your home, its construction, utility costs, and many other factors before recommending the system that is right for you. Their goal is to help you find the system that will keep your family comfortable as efficiently and economically as possible.

If you have an air conditioning system that's more than 10 years old or have recently renovated your home, you may want to have one of our experts review your situation as well. Over the past decade, air conditioning technology has improved a great deal thanks to more stringent industry standards. Your old unit could be costing you significantly more money to operate and maintain when compared to the cost associated with a new, high-efficiency system. At Mitchell, we sell and install only the best air conditioning equipment in the market from reputable manufacturers such as American Standard, Tempstar and Fujitsu.



## Spotlight:

This edition of Spotlight shines on John Schapers who has been a part of the Mitchell team since 1988 when he joined us as a delivery driver. During his time here, John has become an invaluable member of our service team. His extensive knowledge of heating and cooling systems makes him an expert when it comes to servicing your home or business's heating and cooling appliances. John also serves as a trainer for our new HVAC Apprentices. When he's not serving our customers or training apprentices, John enjoys studying science, building custom equipment and spending time with his wife and children at their home in New Milford.



## Customer Testimonials:

*"I want to commend your employee who paid me a Sunday "emergency" visit to fix my overheating issue. What a delightful young man! Well-dressed, super-polite and professional. He truly does N.E. Mitchell proud by personifying "customer service" at it's very best!"*

*- Bethel, CT Customer*

*"Mitchell is the only name I think of when it comes to my energy needs. The courteous & professional staff and prompt delivery and service really sets these guys apart from other full service energy contractors in the area."*

*- Brookfield, 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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Since 1945.

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