

The Mitchell Times

Winter 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:

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

SEASON'S GREETINGS FROM THE MITCHELL FAMILY

As our company finishes its 70th year of business, we would like to thank you for allowing us to take care of your energy needs. We would also like to wish you and your family a happy and healthy holiday season.

As the 2015-16 winter is slowly beginning to take shape, be sure to keep in mind the following as the temperature continues to drop:

Part-Time Homes: Any home that is not occupied on a daily basis in the winter is at risk for freezing due to system failure. You should always arrange for someone to watch your home, but you should also consider installing a Freeze Alarm, which will alert you if the temperature in your home should drop. Call our office for more details on Freeze Alarms.

Need Antifreeze?: Does the piping in

any area of your home require antifreeze to prevent freezing? If you are not sure, call us and we'll be able to assist you.

Anyone new in your household?: Our Delivery Department needs to know so we can adjust your delivery schedule. More people in your home means you'll probably be going through more fuel.

As always, if anything unexpected should occur, our service team will be with you **24 hours a day, 7 days a week!** In addition, please know that we're always here to

answer your questions and assist you in any way that we can. Thank you for your continued loyalty and from our family to yours, Merry Christmas and Happy New Year!

- The Mitchell Family



Supporting a Great Cause



On Saturday, October 31st members of the Mitchell Team and their families participated in the Diebold Family Cancer Center Walk & Run, which was held at Harrybrooke Park in New Milford, CT. The event featured kids activities, health education and assessments, and food trucks. Proceeds from this exciting event benefit patient programs and services at New Milford Hospital's Diebold Family Cancer Center.

The home heating experts at Mitchell are committed to providing our customers with the highest quality products on the market, which is why every gallon of heating oil we sell is enhanced with special fuel additives. These additives are specifically designed to reduce sludge buildup in your tank and lines, protect metal components from rust and corrosion, and keep your heating system running at peak performance, which saves you money!

Better Oil for Your Home



Investing in a New Hot Water Heater



A great way to reduce your home's energy costs is to invest in a hot water heater that you can depend on for years to come. Rinnai offers the quality and reliability that is built on a 45 year history of innovation and improvements. A Rinnai tankless water heater only heats water when you need it. So you and your family get an endless source of hot water, while also saving money on your energy costs by not heating and reheating the same tank of water. Whether you are washing the dishes, washing your clothes, or drawing a hot bath, Rinnai's tankless water heater technology will supply endless hot water to your lifestyle demands – even if you do them all at once! If you're interested in learning more about a Rinnai tankless propane water heater, please call our office today at (800) 237-3835 to speak with an equipment expert.

The Importance of Propane Safety

Have you installed any new propane appliances in your home this year? Your friends at Mitchell know that the addition of new appliances can change your home's energy and safety needs. **Any time a new propane appliance is installed in your home by another contractor, it is very important that we are notified so that we can make sure that the equipment was installed in a safe and proper manner.** We are experts at installing, delivering and servicing all kinds of propane appliances and we want to insure that you and your family are safe. The more our service team knows about your home's appliances, the better we can provide you with the level of service you count on from us every day.



Spotlight:

This edition of the Spotlight features Lenore Mac-Nicholl. Lenore has been with the company for 26 years, joining the Mitchell team in November 1989. She is part of our Service Department and is responsible for scheduling service calls, billing service work, and following-up with customers after work has been completed. When she is not serving our customers, Lenore enjoys camping with her husband and two sons, and spending time with her friends.



Customer Testimonials:

"It is very hard to find good customer service these days, but everyone should take notes from Mitchell, they are doing it right and have earned themselves a long term customer."

- Weston, CT Customer

"I have nothing but high praises for this company and their staff. From the people I've worked with on the phone to the technicians who come to my house for delivery or service, all have been extremely helpful, professional and friendly."

- Redding, 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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