

The Mitchell Times

Winter 2016 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

From the Mitchell Family:

The holiday season is upon us and we hope you are all enjoying time spent with family and friends. For our family, it's a time of year when we reflect on all the things that we are thankful for, especially our customers and our team here at Mitchell. Your trust in us with your family's comfort and safety is something that we are truly thankful for and it's what drives us to be better every day. What makes your trust in us possible is the incredible team we have here at Mitchell. The Mitchell staff that serves you every day is the industry's finest, and we are very proud of the good work that they do and the



professional manner in which they do it. The letters and emails that you send to us and the positive reviews that you post online are great sources of pride in our office, so please keep telling us how you feel about our team.

We have included several important reminders and helpful product information in this edition of the Mitchell Times, but if you are traveling this winter please read our *From the Energy Experts* article below.

We wish you and your loved ones a Merry Christmas and a Happy New Year.

- The Mitchell Family

From the Energy Experts:

If you spend time away from your home during the winter, the experts at Mitchell recommend investing in a **FreezeAlarm Dialer**. This device will contact pre-programmed telephone numbers if the temperature in your home or business drops below 45°F. With this tool, you can leave your home or business knowing that if there is an issue while you are away, you will be notified before anything happens. Let us know if you would like to know more about these helpful devices.



Price Protection:

Have you enrolled in a propane or heating oil *Price Protection Plan*? This holiday season, give you and your family the gift of "peace of mind". Our plans are all designed to help you control your energy costs. Mitchell offers a variety of *Price Protection Plans* to fit your needs, no matter what your budget requires. You can find more details about our plans by calling our office or visiting nemitchell.com.



Enhance Your Space with a Gas Log Fireplace:

We sell and install gas log fireplaces!



- ❄️ *Delivers a realistic, room-enhancing fire, at any moment, any day of the year, with the push of a button.*
- ❄️ *Doesn't overheat the room or require any change in the appearance or structure of your fireplace.*
- ❄️ *Most gas log fireplaces do not require power to operate, so they are a great backup heat source in the event of a power outage.*



Above Ground Oil Tanks:

Heating oil storage tanks are considered to be one of the safest ways to store energy in your home. However, whether your tank is located in your basement or outside your home, there are many factors that can cause your oil tank to deteriorate over time. Weather conditions can affect the outside of your tank and moisture and sludge can build-up on the inside. Unfortunately, some homeowners do not find out that their tank has an issue until the tank fails and spillage occurs. The life span of an oil tank can vary, but if your tank is more than 10 years old or if you see any signs of deterioration, now is the time to have it checked.

In addition, as a Mitchell customer you have the option of **protecting your oil tank and lines with our ProGuard Above Ground Oil Tank Protection Plan**. This plan offers coverage for some of the most common expenses that a homeowner may encounter when an oil tank issue arises. Call our office today to learn more about *ProGuard Protection* or schedule a free consultation with one of our representatives.



Winter Safety Reminder:

At Mitchell, it is our goal to provide you with the highest level of service. In order to help us serve you better, we ask that during the winter months we have your help with the following requests to ensure the safe and timely delivery of products to your home:

- Keep your fill pipe clear from snow and ice, and provide a clear path to the fill location.
- Keep driveways plowed and accessible (our trucks are 9' wide).
- Make sure your residence is clearly marked.
- Make sure any propane tank fill locations are accessible and clear from snow and ice.
- Notify us if you put an addition on your home, if you have additional residents living with you, or if you have any lifestyle changes which would affect your fuel consumption.



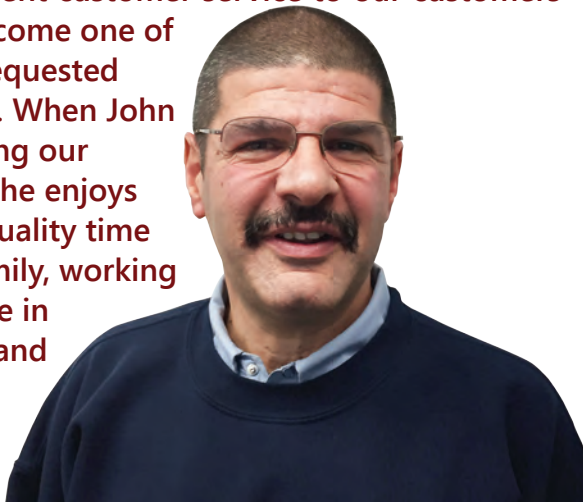
Supporting the Community:

We have always been a supporter of our local teams, and this year we are excited to continue our partnership with the Danbury Titans Ice Hockey Team. We are proud to be the official Heating Oil, Propane, and Gas provider for the Titans 2016-2017 hockey season. For more information about the Titans and to purchase tickets to one of their exciting home games, please visit www.danburytitans.com.



Spotlight:

This edition of the Spotlight shines on John Fragomeli. John joined the Mitchell team in November 1988 as a Heating Oil Delivery Driver. Over the years, John has learned many skills and was able to make the successful transition to Heating Oil Service Technician. He takes pride in delivering excellent customer service to our customers and has become one of our most requested technicians. When John is not serving our customers, he enjoys spending quality time with his family, working on his home in Brookfield and yard work.



Customer Testimonials:

"I wanted to thank you for your outstanding level of service and your consistently excellent staff, of which your service technician is a prime example. You now have a very loyal and happy customer!"
- Sherman, CT Customer

"Wow just moved to Danbury and coworker recommended this company! Stellar service! This summer is hot and you have humidity in Connecticut! Not used to it! My condo is so cool with the air conditioner they installed! 5 stars. Quick, fast, efficient service! Thank you Mitchell!"

- 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

HEATING OIL PROPANE
ELECTRICITY HEATING & COOLING

CT Lic. #390200 HOD #145

Mitchell

Since 1945.

nemitchell.com