

The Mitchell Times

Winter 2017 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

Dear Friends,

As the holiday season approaches, we would like to say "Thank you" to all of our customers for your loyalty and friendship. After 72 years in business, we are still humbled by the faith you place in us to keep your family warm and comfortable throughout the year. Although much has changed in the world since 1945, we remain committed to providing you with outstanding



customer service that is simple, professional and consistent for all of our customers.

We thank you for rewarding our commitment with your continued business, and we are excited to serve you in the years ahead! Merry Christmas, Happy Holidays, and we wish you all a happy and healthy New Year!

- The Mitchell Family

We are very excited to announce the completion of our Mitchell Country Store and Gas Station located at 124 Putnam Park Road (Route 58) in Bethel, CT. During the building process, we worked closely with the Town of Bethel and our neighbors to design a store that blended the historic character of the Putnam Park neighborhood with the convenience of a modern food store and gas station. The new store features a cafe that serves customers all day long and offers a variety of freshly made meal options and groceries. When you are in the area, please stop in and enjoy our Country Store.



Winter is Here!

As the 2017-18 winter is beginning to take shape, be sure to keep in mind the following as the temperature continues to drop:

- **Safe Delivery:** Please help us ensure the timely delivery of your products by keeping your driveway plowed, your fill areas clear from snow and ice, and provide a clear path to the fill location.
- **Unoccupied 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.

As always, if anything unexpected should occur, our service team will be with you 24 hours a day, 7 days a week!



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. The more our service team knows about your home's appliances, the safer your home will be and the better we can provide you with the level of service you count on from us every day.

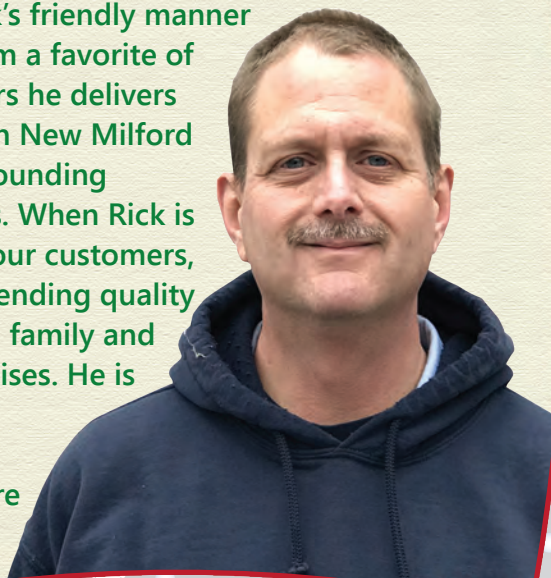


Above Ground Oil Tanks:

Heating oil storage tanks are considered to be one of the safest ways to store energy in your home, but the lifespan of your tank will vary based on the environment that the tank is in. Visible rust, uneven legs, oil staining on or under the tank; these are all possible symptoms of what could be a larger issue with your tank. As you will see from one of our customer testimonials below, sometimes the timing of a tank problem will allow one of our technicians or drivers to catch an issue with your tank before it fails. However, this won't always be the case. It is your responsibility to be aware of the condition of your tank and to keep us informed so we can help you stay ahead of any issues. If you have any concerns with your tank or if you see any signs of deterioration, please contact us so we can assess its condition and provide a recommendation for replacement if needed.

Spotlight:

This edition of Spotlight shines on Rick Prause. Rick joined the Mitchell Team in December 1999 as a Driver. Rick's friendly manner has made him a favorite of the customers he delivers propane to in New Milford and the surrounding communities. When Rick is not serving our customers, he enjoys spending quality time with his family and going on cruises. He is also the past Chief of the Northville Fire Department.



Customer Testimonials:

"Last week I had my annual clean-up and inspection on my system. The technician was thorough and found a leak in my oil tank before it failed, thus preventing a BIG PROBLEM in the future. He was great about answering my questions and arranging for the sales team to come out to go over my options for replacement. The salesman was also wonderful. He went over all my options and I am in the process of having the tank replaced. Your friendly team provides GREAT SERVICE!"

- New Milford, CT Customer

"Your technician was incredibly polite and a true gentleman. He did such a good job of explaining everything to me after he was done. He's a great representative of your company."

- 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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