

# The Mitchell Times

WINTER  
2018  
EDITION

## Season's Greetings from The Mitchell Family!

Merry Christmas and Happy Holidays from all of us here at Mitchell! As we conclude our 73<sup>rd</sup> year of business, we would like to thank you for allowing us to take care of your energy needs. We also would like to thank the Mitchell Team for their commitment in providing excellent customer service to our customers.

In this edition of the Mitchell Times, you will find an article about the recent improvements in Heating Oil. For decades, we have worked with our industry to continuously improve the quality of the fuel that we deliver. This recent reduction in the



sulfur content of heating oil allows us to provide a significantly cleaner-burning fuel to our community, which is something that we are very proud of.

We have also included some winter tips to help prepare your home for colder temperatures. Please take a moment to review this important information and be sure to call us with any questions.

We hope you enjoy the holiday season with family and friends, and we wish you health and happiness in the New Year!

**- The Mitchell Family**

## Need Help?

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

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

**For more information about:**  
**Heating Oil & Propane**  
**Service Plans**  
**Price Protection Plans**  
**Energy Efficient Equipment**

## Winter Has Arrived!

As this winter begins to take shape, please 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!**

## Price Protection:

This holiday season, give your family the gift of "peace of mind" by enrolling in a Mitchell Heating Oil or Propane Price Protection Plan. We offer a variety of plans that are designed to help you control your energy costs. Visit our website or call our office to find more details about what plan may work best for you.



## Heating Oil Just Got Greener!

We have some really exciting news to share about the heating oil that we are delivering to your home. As of July 1, 2018, the sulfur content of heating oil dropped to a maximum of 15 ppm, which is a 97% reduction from its previous sulfur level! What does this mean for your home and our environment? Burning this new fuel will reduce sulfur dioxide emissions by 75%, particulate matter by 80%, nitrous oxide by 10% and carbon dioxide by 2%. When you combine this new heating oil with the typical blend of up to 5% biodiesel, **you are now heating your home with a fuel that is cleaner-burning than natural gas!** And the best part of this new heating oil is that its performance is equivalent to the safe, comfortable fuel that our region has been relying on for decades. Along with these improvements, you can always trust Mitchell to deliver you the most reliable fuel by treating every gallon of our heating oil with a special fuel additive, which is specifically designed to increase efficiency and protect the components of your heating system.

## SYSTEM 2000

The Hybrid Heating System for Your Home

- ✓ Virtually limitless hot water
- ✓ Cut your home heating bill by up to **40%!**
- ✓ Competitive pricing with financing available
- ✓ 24-Hour Emergency Service
- ✓ Energy rebates may apply to your install!



Call (800) 237-3835 for more information!

## Gas Log Fireplaces

Transform your existing wood burning fireplace to run off of propane gas! A gas log fireplace provides various benefits to your home:

- 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.

**Mitchell** sells and installs gas log fireplaces, and provides the propane as well. Call (800) 237-3835 today for more details!



## Spotlight

This edition of the Spotlight features Lisa Bono. Lisa started with Mitchell in December 2009 as an Accountant and now serves as our Accounting Manager. When she's not working hard for the Mitchell team, Lisa enjoys spending time with family and friends, taking long walks, and attending her children's sporting events.



## Customer Testimonials

"I want to express our complete satisfaction for the technician who solved the problem for our furnace shutting down yesterday. We are very grateful for his skill and for Mitchell's continued service with keeping our home warm." - Washington, CT Customer

"The technician who left my home was a delightful, conscientious young man who explained what he was doing and got my gas fireplace in running order. He definitely is an asset and great representative of Mitchell." - Newtown, CT Customer

"Your salesman was very responsive, both on the phone and by e-mail, about everything. He provided lots of details and answered all of my questions fully. It's been a pleasure dealing with him." - Wilton, 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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