



Norbert E. Mitchell Co., Inc.

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# The Mitchell Times

## WHO YA GONNA CALL?



Whether you're buying a new home or sprucing up your present one, buying a new boiler, hot water heater, oil tank or other appliance can make your head spin. So many choices! So many claims and counter-claims! The more research you do, the more stores you visit, the more you study and analyze, the more confused you can become. We can help simplify your decision-making process.

Our fuel oil and propane service departments have been servicing all makes and models of appliances for nearly 60 years. We have a good idea which brands are wise purchases and which are not. We know the manufacturers that have minimal failures and recalls, offer replacement parts at reasonable prices and stand behind what they sell.

So, if you're in the market for a boiler, furnace, hot water heater or replacement oil tank, call us for a quote or just to ask our opinion. If you're buying a home, call us before making your final decision. We'll give you a free evaluation of the heating and/or cooling system. If you're building a new home, ask our opinion of the system you're planning to use for heating and cooling. We'll give you a honest answer, backed with nearly 60 years of experience.

## CONTROLLING YOUR FUEL OIL PRICES

Short-term spikes in the international market price of oil are not unusual. They are typically due to unforeseen world events or severe weather. They can be menacing to the consumer. We cannot guarantee low fuel prices, but we can guarantee that the price you pay for home heating oil will not suffer from these sharp jumps. We offer **Price Protection Programs** that allow you to lock in your prices for the year.

Our **Budget Plan/Price Cap** and **Pre-Buy** pro-

grams provide you protection from higher oil prices. If you value security, comfort and peace of mind, give us a call. Allow us to help you save by locking in your prices for the winter. It's easy to participate. There are no sign up charges or other hidden fees.

## SPRING CLEANING

Spring is here! Traditionally, spring is the time of year that we prepare for the warm summer months and set up our "to do" lists for the many household projects that were put on hold during the winter.



Don't forget your air conditioning system. Most people are familiar with the need to have their heating system serviced annually. Did you know that maintenance is also required on their central air conditioning systems? An A/C system tune-up by a professional includes the following:

- ✓ **Lubrication of motors**, both on your indoor fan unit and outdoor condensing unit.
- ✓ **Cleaning** dirt, leaves and other debris that may have accumulated on the coils of your outdoor unit.
- ✓ **Cleaning** any dust accumulation that may have developed over the winter on your evaporator coil.
- ✓ **Checking the fan belts**, if applicable. Adjusting the tension or replacing the belt, if frayed.
- ✓ **Replacing any throw away** air filters. Cleaning reusable or electronic air filters.
- ✓ **Cleaning** the condensate pan, condensate drain and condensate pump. This helps prevent potential water leaks.
- ✓ **Taking temperature readings** in the supply and return ducts to ensure proper, efficient operation.

Servicing your air conditioning system in the spring helps ensure trouble-free operation throughout those long, hot summer days to come.



# Fun in the Sun



It's time to prepare your swimming pool for summer use. Call for one of our certified technicians to come out to inspect, clean and service your pool heater, so that you and your family can enjoy refreshing summer-

"We can't all be heroes because somebody has to sit on the curb and clap as they go by."  
~ Will Rogers (1879 - 1935)

## Customer Commendation

*"[Your installation team] did a terrific job from the initial telephone call through job completion and clean up. Everyone was personable, knowledgeable and professional. It was an absolute pleasure doing business with you."*

~ New Fairfield Customer



## Got Something to Say? We're All Ears!



We think we're pretty good at our job, but sometimes even we goof up! If you feel that we could improve our performance, please let us know about it. Call and ask to speak with one of the owners - **Janet, Mitch** or **Don**. If they are not available, leave one of them a message.

Some of our key managers that you may want to talk with include:

- Administration - **Dominick Savino**
- Delivery - **Robert Iovino**
- Gas Stations - **Mike Troetti**
- New Milford - **Bill Durgy**
- Sales - **John Cauli**
- Safety - **Tom Cyr**
- Service - **Dan Noonan**

Don't be bashful about being a 'name dropper'. Use them. That's why we provide you their names.

If you prefer to call after normal work hours, leave us a voice mail message at extension **331**. The message you leave can be anonymous, however, if you want a personal response, leaving contact information is essential.

Please give us the opportunity to resolve any issue about our services or products that may trouble you.

We exist to serve you, and that's what we intend to do. You should expect nothing less than excellence from us.

## GAS STATIONS LOCATIONS

Low on gas? Need windshield wiper fluid or radiator coolant? What about a snack or soda? Replenish yourself and your car with a visit to our gas station/convenience store that is nearest you.

- Federal Rd. Sunoco\*** 7 Federal Rd.  
Danbury (203)748-9438
- North St. Citgo** 38 North St.  
Danbury (203)748-7101
- Brookfield Sunoco** 30 Federal Rd.  
Brookfield (203)775-0237
- Putnam Park Sunoco** 124 Putnam Park Rd.  
Bethel (203)748-5477
- New Milford Sunoco** 134 Danbury Rd.  
New Milford (860)354-2598
- Park Lane Sunoco\*** 44 Park Lane  
New Milford (860)354-1585

The locations marked with an asterisk (\*) carry propane for your RV's and BBQ grills.

Preserve the appearance of your cars, vans, SUV's and pick-ups by keeping them clean of salt and grime. Pamper them with frequent baths at our car wash, located next to the New Milford Sunoco Station. A coat of protective wax will make your vehicles shine like a new penny!

## Spotlight

*Norb Mitchell is the oldest son of Mr. and Mrs. Norbert E. Mitchell, Sr. As one of the Company's two Vice-Presidents, Mitch has assumed a myriad of responsibilities, overseeing a large part of the business.*

*Mitch was hanging around the Company, helping his father, even before he was in his teens. His interests seemed to be in the operations area—product delivery, fleet repair, plant maintenance, construction, driving, etc. He still maintains those interests today, but they have expanded to include the related financial and administrative aspects of the business. As busy as he is, Mitch still finds the time and opportunities to get his hands dirty. He is comfortable behind the wheel of a truck pushing snow or crawling under a vehicle to identify a mechanical problem. Mitch is definitely a "hands on" employer.*

*As one of the owners, Mitch has a 24/7 job. His typical workday begins early at the Danbury plant and ends late. He's tough to keep pace with, and that's one of the things employees admire about him.*



# Mitchell

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Fuel Oil • Propane • Heating & Air Conditioning • Burner Service

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