



*Mitch Janet Bill Don*

# The Mitchell Times

Norbert E. Mitchell Co., Inc.

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## EXCEEDING CUSTOMER EXPECTATIONS

Today, customer service issues dominate the business news media. All sorts of businesses use TV, radio and print advertising to convince the public that they can serve you better than their competitors. Slogans such as "Service is our business, our only business", "Have it your way", "Service with a smile", and "You're in good hands", fill the airways.

We believe that actions speak louder than words. For over fifty years our reputation has been built on the fact that we deliver when others cannot. Our Drivers make timely deliveries when others will not. Our Service Technicians promptly fix what others cannot. We're patient when others won't listen. Some companies duck the hard questions. We provide honest, direct answers -- even when it's not what you really want to hear. We don't walk away from the tough problems. We offer imaginative solutions. When we make a mistake (yes, it happens occasionally), we hold ourselves accountable and promptly correct the situation. Our employees accomplish all of this with freshness, enthusiasm and eagerness. Why? Because all of us - from the employee visiting your home, to our office staff on the phone, to the company's owners - are all keenly aware that the success of our enterprise stems from one overriding factor: your satisfaction.

Some companies try to buy your business with gimmicks and giveaways. We don't do that. We are not the least expensive company either. So why should you continue to do business with us and even recommend us to your friends, relatives and neighbors? Because you want quality products, prompt response and premium "Service in the Mitchell Manner."

If you ever feel you are receiving less than the best we have to offer, please call and ask to speak to any one of the owners. We will address your issue promptly. That's our promise.

## PRICE PROTECTION PLANS

This past winter was very long and cold. It seems when Mother Nature sends the thermometer down with cold winter winds, it can often send energy prices soaring.

Our customers who participated in our Price Protection Program had little to worry about this winter when energy prices spiked to all time highs.

If you would like the same peace of mind next winter, we have two plans available. Pre-Buy or Budget Cap. Both plans can save you money, and just as important, both will protect you from worrying about what happens to energy prices.

We'll be sending you information soon, or you can call our friendly and knowledgeable staff who will gladly explain how you can participate in next year's Price Protection Program.

## 3rd GENERATION OF OUR FAMILY SERVING YOUR FAMILY

Norbert E. Mitchell III, the grandson of our founder, was promoted to Manager of the Propane Service Department. Mitch III has supervised the Propane Service Technicians for several years, under the tutelage of our Service Manager, Dan Noonan. Now he's well prepared to take on the full responsibilities of a management position.

We're very proud of Mitch and his accomplishments. His success and growth ensures continuity for the Company, as he follows in the family legacy.

Don't hesitate to call on Mitch III and seek his advice for your propane service needs.



## Speaking of propane, did you know ....

- ▶ the largest use of propane gas is in manufacturing. Propane provides heat in the processing of plastic, annealing and vulcanizing, and as a propellant for aerosol cans.
- ▶ the second largest use of propane is for residential and commercial heating, hot water production and cooking. Just think of all the restaurants, light industries, greenhouses and laundries that use propane.
- ▶ the agriculture industry is the third largest consumer of LP. Farms use it as fuel for drying grain, refrigeration, irrigation, heating water and as a motor fuel.
- ▶ some personal vehicles are now powered by LP. More and more companies are expanding their fleet to include propane powered commercial vehicles.

## Cut 25% or More From Your Operating Costs With a New Boiler

An inefficient oil burner can cost you plenty in fuel oil. A new, state-of-the-art boiler will provide efficiency you've only dreamed of. Higher fan speeds and sophisticated combustion heads produce a hot, clean and stable flame. You can expect more heat from every drop of oil you burn. A new, dependable unit will provide you comfort for many years to come.



## STATIC ELECTRICITY FIRES

The National Fire Prevention Association estimates that we have approximately 150 - 200 fires in the U.S. each year that are caused by static electricity ignition. Most occur in retail gasoline stations during cold, dry periods.

A recent incident occurred in December in Kansas. A customer was pumping gasoline into the tank of his car when a static electric charge ignited gasoline vapors. The man's coat caught fire and he suffered minor burns. The incident could have been a lot worse if it weren't for a quick thinking C-Store clerk who witnessed the ignition and immediately shut down all dispensers.

Please touch a piece of metal on the door or fender of your vehicle in order to discharge any static electricity before operating the dispenser. Never return to the passenger compartment during the re-fueling operation. In addition, cell phones and electronic pagers should be left inside the vehicle during fueling.

Remove portable containers from truck beds, car trunks, etc. and place them on the ground before pumping product into them.

## Customer Commendation

*"Dear Mr. Mitchell:*

*I want to thank you for all of your help last winter when we discovered carbon monoxide in our home. Our oil company at the time refused to address my concerns. One call to you and the response was immediate. What a reassuring feeling that gave us.*

*We are now Mitchell customers forever and recommend you to all.*

*My apologies for not writing this letter months ago.*

*Thank you for everything."*

*- A Brookfield Customer*

*"A mind is like a parachute. It doesn't work unless it's open."*

*- Unknown*

## SPOTLIGHT

*Bill Durgy is the husband of Kathleen Durgy, one of the four children of our founder, Mr. Norbert E. Mitchell Sr. and his wife Mary. Mr. Mitchell brought Bill into the business in 1968. As the Manager of our New Milford plant, Bill oversees the delivery of our products in New Milford and surrounding communities.*



*Bill's experienced crew of drivers covers a vast area. Bill accomplishes his task by encouraging teamwork in his close-knit staff. Each member has his own responsibilities, but is also cross-trained to fill in for the others, as needed.*

*Bill reviews each account in his area to ensure that none of his customers' energy needs are overlooked. His gregarious personality fits in with his P.R. responsibilities in the community.*

*The New Milford team is a highly dedicated group. They are a reflection of Bill's support of and loyalty to each one of them. This is the essence of Bill's success.*

# Mitchell

P.O. Box 186  
7 Federal Rd.  
Danbury, CT 06813-0186

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