



# The Mitchell Times

Norbert E. Mitchell Co., Inc.

December 2003



*The Mitchell family and employees wish to extend warm holiday greetings to all of our friends, customers and neighbors. May you all have a joyous holiday season and be blessed with happiness throughout 2004.*



## Getting the Most out of Electronic Payments

Whether you call it PC Banking or Pay-by-Phone, the fact is that electronic bill payment provides new levels of convenience, control and economy. Hundreds of happy Mitchell customers are saving time and money each month by using these services. Electronic payments save on stamps and envelopes too. So, when you pay electronically, you are also helping to preserve our forests!

To make sure that your electronic payments are processed when you want and the way you want, simply set up your payment information as follows:

**Payee:** Norbert E. Mitchell Co., Inc.  
**Address:** PO Box 186  
Danbury, CT 06813-0186  
**Phone:** 203-744-0600  
**Account #:** The account number as it appears at the top of your statement.

## Propane Gas Customers

Providing you with the best service possible has always been Mitchell's top priority. Two years ago we installed computerized registers on our propane delivery trucks so that we could serve you quicker and with greater efficiency. Your delivery ticket/invoice has been left at the delivery location. It includes the gallons delivered, price per gallon and the total dollar amount charged to your account for that delivery. A return envelope is attached to the back of your ticket.

If you are on a payment plan, your ticket is marked "FOR REFERENCE ONLY". Do not pay this. You will receive your normal invoice and should continue to make your regular payments.

If you are not on a payment plan, your ticket is marked "THIS IS YOUR INVOICE-PLEASE PAY TOTAL AMT". No other invoice is sent and we request that you return your payment in the envelope conveniently included with the ticket.

We've been leaving delivery tickets in the locations designated by you for the past two years. If you wish to have the ticket left in a more convenient location, simply call our office. (Note: Postal regulations prohibit the use of a mailbox for this purpose.) Thank you for working with us to make this program a success.

## WE NEED YOUR ASSISTANCE

**Here are a few tips that will help us serve you better this season.**

- \* Ensure your address can be easily read from the street.
- \* Keep your driveway accessible. It should be plowed and clear of obstacles that may block or hinder our access to your fill.
- \* Clear ice and snow from around your fill pipe. Keep it marked with the free flags that we provide.
- \* Advise us of changes that may affect your consumption of fuel.

**Your cooperation is sincerely appreciated.**

## The More Our Gas Stations Change, The More They Stay the Same

Our Company owned gas stations have gone through a lot of changes over the years. Brands have changed. Locations have been added. We've introduced our own "Mitchell Manner" card and the convenience store stock of items has expanded. The list goes on and on. A couple of years ago we improved the speed of transactions by installing card readers on the pumps. This year, we're doing our part to protect the environment by introducing gasoline enhanced with ethanol, a corn based product.

We're continually looking at ways to improve our service, become more efficient and offer customers what they want and need. We've not been able to please everyone, even with all of the changes made over the years. But, we've been able to balance the past with the present, and even the future.

The priority for most people today is speed, not engaging in idle conversations, as was so common in the past. We still offer friendly, courteous service, along with efficiency. We have air stations (without the "out of order signs") for your tires, squeegees in good repair resting in clean water and an ample supply of paper towels. Our environmentally friendly and clean pumps are mounted on neat, well stocked and marked islands. The convenience stores keep a wide variety of items that are in demand by our customers.

We might have changed some over the years, but not all change is bad. We do our utmost to provide the customers the best buying experience. Stop in. Check us out, and let us know what you think. Call me anytime with your comments. If I'm not available, I will return your call as soon as possible.

— **Mike Troetti**  
**Wholesale Gasoline Manager**

Visit one of our convenient locations:

Federal Road Sunoco	Danbury
North Street Citgo	Danbury
White Street Citgo	Danbury
Brookfield Sunoco	Brookfield
Putnam Park Sunoco	Bethel
Park Lane Sunoco	New Milford
New Milford Sunoco	New Milford
and Car Wash	

## Customer Testimonial

*"Many Thanks!*

*I had an emergency at my store this morning—the thermostat blew on our furnace. Fifteen kids were coming for a birthday party. Your service guy was here 20 minutes after I called. Thank you for your wonderful service."*

*~ A Brookfield Customer*

"All the president is, is a glorified public relations man who spends his time flattering, kissing and kicking people to get them to do what they are supposed to do anyway."

## SPOTLIGHT

**Tom Cyr** wears several hats for us. Fleet Manager and Safety Director are just a part of his areas of responsibilities. Tom has been sharing his talents with us for six years, starting as the Garage Foreman.



Tom, his wife and six-year old daughter have their home in Middlebury. During his free time, Tom enjoys home remodeling, restoring old cars, riding his motorcycle and spending time with his family.

In his current capacity as the Fleet Manager, Tom is deeply involved with all aspects of our fleet activities including purchasing, maintenance, parts, appearance and accident prevention. Our fleet consists of a variety of vehicles, including cars, vans, straight trucks, pick ups, utility vehicles, tractors and trailers. His talented crew take exceptional care of them all, as well as the necessary record keeping.

As the Safety Director, Tom is our "go to guy". We have few incidents, but when we do, Tom immediately visits the scene to assess the extent of damage, minimize property loss and injuries, initiate the rehabilitation process and determine the cause. His goal is to reduce the rate of incidents.

Tom has a big load on his shoulders, but he carries it well. His bottom line is to help us meet our responsibilities as a good neighbor. He puts attractive vehicles, in good operating condition, on the roads, while making certain that we meet the requirements of all local, state and federal agencies. In doing so, Tom ensures that we conduct our business safely and efficiently.

# Mitchell

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

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

Danbury (203)744-0600

New Milford (860)354-5518

Redding/Ridgefield (203)431-3921

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