



Norbert E. Mitchell Co., Inc.

Fall 2004

The Mitchell Times

WHY ARE ENERGY PRICES SO HIGH??

A combination of factors has caused energy prices to rise over the last couple of years and particularly in the last six months. The wars in Iraq and Afghanistan and subsequent terrorist attacks or at least the fear of them have created some interruptions in supply. The world economic growth, especially in the Far East, has increased demand at a time when supplies are barely keeping up. Government shutdowns, Strikes and Civil unrest in Energy producing nations like Russia, Nigeria, and Venezuela have further fueled the increases. Like you, we are concerned about these high prices and how they impact all of us. We are always on the lookout for ways to help soften the financial impact of higher prices and you can trust that we are doing all we can for you. Nobody knows where energy prices are going, but over the long term, the effects of supply-demand dynamics should help to calm prices and get them to levels we can all live with. We thank you for your business and your trust.

GET READY—IT'S GETTING COLD!

It is fall once again! Generally this is the time of year we prepare for the upcoming winter months. We drain exterior faucets, clean gutters, add weather stripping where necessary and caulk areas where water or air can enter our homes. This is also a good time to check your heating system to ensure that it will operate properly when that first cold night comes along.

While your annual maintenance can be done at any time of the year, it is a good idea to check the unit's operation prior to its initial use. Simply turn up your thermostat and allow it to run for 15 minutes. If you have more than one thermostat, turn each one up individually and allow it to heat before you try the next one. When the heating tests are complete, you need to inspect the system for integrity. Check for any leaks of water or fuel. Also, if you have a hot air furnace with a humidifier, this is a good time to turn the water on and set the humidity level to the desired setting.

If everything heats up properly and there are no leaks, you should be all set for the heating season. If you find a problem, please contact our office to schedule a service call. We'll have one of our licensed technicians check the system, identify and repair the problem.

Energy Savings Tip

You can reduce your energy cost with the installation of a programmable thermostat (clock/setback), which automatically lowers the temperature in your home during periods of low activity. Give us a call for more details.

GETTING THE MOST OUT OF ELECTRONIC PAYMENTS

A recent study says that US consumers who have switched from paper checks to electronic bill paying are saving \$4.4 billion a year. Are you getting your piece of the action? Hundreds of happy Mitchell customers are! In fact, the number of Mitchell customers paying their bills electronically has doubled in the last year.

Some of these folks use their bank's Pay-by-Phone services, others use their bank's web-based payment services, still others use commercial programs like Quicken®, Money!® or Checkfree®. No matter which method you prefer, you will save time and money each month by going paperless!

To make sure that your electronic payments are processed when you want, 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 that appears at the top of your bill)

WE DON'T DELIVER AVERAGE HEATING OIL

We deliver premium heating oil, enhanced with a detergent additive. This product helps your heating system operate at peak efficiency, which extends equipment life, benefits the environment and saves you money.

**YOUR SATISFACTION IS
OUR #1 PRIORITY!**

We've added a telephone line to our network to better serve customers in Southern Fairfield County. These customers can avoid a toll call by using the new number, **(203)699-5001**.

We continue to offer a toll free phone number for customers that are outside of our normal calling area. That number is **(800)237-3835**.

You can access any of our departments through either of these numbers.

SELLING YOUR HOME? WE CAN HELP

Selling your home and moving is a trying experience, even under the best of conditions. Let us take some of the load off your shoulders by helping you address heating and cooling issues.

One of the best selling points of your home is having an oil or propane gas appliance. Compared to other sources of energy, they are your best value. We can assist you in the sale of your home by providing you:

- your average annual usage of propane or fuel oil.
- service records (dates of cleanings, repairs, efficiency tests, etc.).
- upgrades (dates when we replaced a heating appliance, a cooling appliance or a storage tank, as well as applicable warranty data.)
- compliance information to reassure the buyer that your systems meets existing state and local codes.
- fuel oil and propane tank readings for reimbursement at your closing.

Call our office at least a week before the closing, with the following information:

- √ Date and time of closing
- √ Your forwarding address.
- √ Name, phone and fax number of your attorney..
- √ Name of the buyer of your home.
- √ Time you are available, just before the closing, so that we can measure your tank and send your attorney the relevant figures.

Please keep in mind that we will make every effort not to release any information about your account without your permission.

Almost every serious home buyer will require a house inspection. Although professional inspectors provide a valuable service, heating and cooling systems usually require a licensed technician to properly evaluate the performance and condition of the system. Often an inspector will evaluate a system based on its age and appearance. The buyer is often provided a report that implies that the system is on its last leg. This is not always the case. So please, rely on us for all the correct information concerning your system, regardless if your home is for sale or not.

Customer Testimonials

"Mrs. _____ is so glad they switched to Mitchell. Service is fabulous -- 'heads and tails above the rest'. Sorry they didn't find Mitchell sooner."

— Ridgefield Customer

"We had been having problems with customer service from our former oil supplier and it was refreshing to see the punctuality and professionalism [from Mitchells]."

— Brookfield Customer

*"Dear Mitchell Co. Team -
Just a quick note to thank you for the prompt, courteous service. Good job!"*

— Danbury Customer

SPOTLIGHT

Dick Devine joined the Mitchells as a Licensed Burner Service Technician in September of 1983. His expertise in installation, service, troubleshooting and repair of fuel oil heating systems didn't go without notice. Customer service was another area in which Dick excelled.



His demonstrated abilities laid the ground work for the Mitchells to offer Dick a position in our Sales Department in 1988. The Sales Manager had made a similar transition a few years earlier, with great success. Dick, the Sales Manager and our customers agree that it was a good move. He has met and exceeded our expectations in Sales. Customers appreciate the value of Dick's technical knowledge and his 'hand's on' experience.

Dick has lived his entire life in the surrounding Danbury area, except for a few months in Vermont. He and his wife Nadine have a home in Sherman. Nadine has worked for New Milford Hospital for the past 25 years. The Devines have three adult children and 6 grandchildren. Dick and Nadine are thrilled that they all live in the area.

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 S. Fairfield County (203)699-5001

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