



Norbert E. Mitchell Co., Inc.

Spring 2006

# The Mitchell Times

## From the Mitchell Family

Dear Friends,

We know from speaking with many of you that there is great concern about fuel prices. For the last two years energy prices have continued their record gains to levels that affect each of us in our everyday lives. Once again this year it appears that prices may be headed even higher. Customers who participated in our Price Protection Programs have been able to guard against some of the uncertainty, but the rising prices still affect all of us. **Mitchell** stands with you to try to help you absorb and budget for these costs. Please take advantage of not only our Price Protection Programs but our convenient payment plans which can spread your payments throughout the year.

We also offer energy efficient equipment upgrades and energy conservation tips that will help trim your energy costs. Every day we search for opportunities to protect our customers from the worst of the impact of these high energy costs. We cannot influence world energy prices but please be assured that we will continue to try to protect you in any way we can. We thank you for your business and the trust you have placed in us.

### Propane: A Versatile and Efficient Fuel

As summer approaches and the grilling season begins, it's time to think about propane. Propane is not just for your grill tanks but for patio heaters, gas fire pits, gas lights and pool heaters as well. Propane gas is a clean and efficient fuel with many uses.

Our Propane Service Department sells and installs equipment, piping systems and tanks to meet the demands of residential, commercial and light industrial customers. We service most appliances that our propane powers, including boilers, furnaces and pool heaters. Our highly skilled, licensed technicians undergo continuous training on new appliances to keep up with ever-changing technology.

## COMFORT AND VALUE

As the weather warms up, customers reflect on how their heating systems performed during the winter. They often ask if it would make sense to replace their existing system, how much would they be able to save if they upgraded and would an upgrade be a smart investment. Our records contain enough information to answer these questions for you.

By calling our sales department you can get a free estimate on heating and air conditioning installations, producing more hot water for less cost or re-zoning rooms for increased comfort. We also carry a full line of indoor air quality products such as air purifiers and humidifiers. All of these products add to the comfort and value of your home. Call us today to learn about C.L.& P.'s rebate program for upgrading to a high efficiency air conditioning system.



## Electronic Payments

Many happy Mitchell customers are saving money and time each month by paying their bills electronically. Some of these customers are using their bank's Pay-by-Phone services, others use their bank's web-based payment services and then there are those who are using 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 your electronic payments are processed properly, simply set up our payment information as follows:

- Payee: Norbert E. Mitchell Co., Inc.
- Address: P.O. Box 186 Danbury, CT 06813
- Phone: 203-744-0600
- Account #: (The account number that appears at the top of your statement)

## Central Air Conditioning Service

Most people have their heating system serviced each year. But did you know that you should have your central air conditioning system serviced yearly as well? Making sure your a/c unit is working properly is a great way to save money on energy bills.

An a/c tune-up includes cleaning inside and outside coils, changing air filters and lubricating motors. This reduces the electricity used to cool your home. The condensate drains and pumps are flushed and checked to avoid potentially damaging water leaks. Finally, temperature readings are taken to insure proper operation of the unit. Having a tune-up performed this spring on your a/c system will ensure that when the hot weather hits, your family will be comfortable.

Gasoline needs additive to improve its performance.

### Heating Oil Is No Different.

That's why the premium fuel we deliver to you is enhanced with **AVALUX** detergent additive.

Avalux 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!**

## Customer Testimonials

*I am writing to let you know of the great service provided by two of your servicemen. They came to our home to look at our propane heater. They were very professional and you can tell that they really enjoy their work. They were very knowledgeable and helpful, answering any questions I had and explaining to me what the problem had been. They worked very well together and were pleasant to have in my home. -New Milford Customer*

*My heartfelt congratulations for your uniquely fine services: for unfailing and ever prompt responses to requests from me; for several earlier than scheduled deliveries when snow was forecasted; for the sheer talent of your genial drivers in getting your trucks up my precipitous driveway, whatever the weather, and their unfailing courtesy at all times. Kudos to your efficient, ever helpful telephone staffers, who have been consistently understanding, cordial and helpful in their dealings with me. Lucky you. Lucky me. -Bethel Customer*

## Programmable Thermostats = Big Savings

Programmable thermostats offer both savings and comfort. U.S. Department of Energy studies show that you can save approximately 1% of your annual heating bill for every degree you set back your thermostat at night. If you turned down your thermostat 10 degrees every night, you could save 10% of your annual heating bill!



But who wants to wake up in the morning to a freezing house? That's where a programmable thermostat offers comfort. Not only does it turn down the temperature overnight while you sleep, but it raises the temperature before you wake up! If you have central air conditioning, it can save you even more money in the summer. Many models allow flexible programming to fit your family's schedule.

Programmable thermostats are inexpensive and offer a quick payback. To learn more, call our sales department.

## SPOTLIGHT

Greg St. Clair joined the Mitchell family as a Service Station Attendant in March of 1985. In 1989, he joined our Propane Service Department.



Greg's responsibilities include the service and repair of LP storage tanks and valves, preparing new tanks for installation and loading propane delivery trucks. Greg's hard work, dedication and long hours are vital to the smooth operation of our Propane Service and Delivery departments.

Greg, who currently lives in Danbury with his wife Brenda, was born in Rockland, ME. He moved to Danbury in 1983. Greg and Brenda have been together for 26 years. The favorite past time for Greg and his wife is to watch the Danbury Trashers hockey team. He is truly a diehard fan. If Greg is not at work, you can find him at the rink.

# Mitchell

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

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Redding/Ridgefield (203)431-3921 S. Fairfield County (203)699-5001

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