



The Mitchell Times

Norbert E. Mitchell Co., Inc.

Winter 2007

From the Mitchell Family

Dear Friends,

After a rather comfortable start, the winter weather has arrived. Customers who rely on us to serve their heating needs can rest assured that **Mitchell** stands ready to fulfill our promise of prompt, reliable service delivered in a courteous and professional manner. Here are just a few of the reasons why Mitchell is the company you rely on:

- **Knowledgeable Technicians:** Our technicians are fully-licensed and undergo continuous training.
- **Experienced Drivers:** Over 200 years of combined delivery experience helps our drivers make safe decisions.
- **Exceptional Customer Service:** Each Customer Service Representative receives comprehensive training.
- **Honest Sales Representatives:** We will never pressure you into a sale or sell you anything that you do not need.
- **Professional Management Team:** Our managers work to ensure our customers receive the best possible service.
- **Our Commitment:** Over 60 years ago, Norbert E. Mitchell Sr. started his company and stood behind every product and service offered. Times have changed, but the Mitchell family remains true to our founder's commitment to providing the highest quality products and services in the most dependable and professional manner available.

Uninterrupted Propane Supply

Our propane delivery system has been fine-tuned to meet the needs of the majority of our customers. However, some customers have unpredictable usage patterns. If it is vital that your propane supply is uninterrupted, ask us about installing a Remote Tank Monitoring system.



A remote tank sensor is installed on your propane tank continually monitoring the product level. It communicates wirelessly with a controller mounted in your basement. Periodically the controller makes a brief toll-free call to our office to update your data so we can schedule your delivery appropriately. If you use an extraordinary amount of product over a short period of time, it places an urgent call to our office so we can make an expedited delivery. The result is peace of mind knowing that your tank will be continuously monitored.



For more information about how a remote tank monitor can give you greater peace of mind, call our office and ask for the Sales Department.

PLEASE HELP US SERVE YOU BETTER

It is the goal of **Mitchell** to provide our customers with outstanding service. During the winter months it is extremely important that we have your help with the following things to ensure the safe and timely delivery of products to your home:



- Keep driveways plowed and accessible (our trucks are 9' wide).
- Make sure your residence is clearly marked.
- Keep your fill pipe clear from snow and ice (marker flags are supplied free of charge).
- Notify us if you put an addition on your home or have additional residents living with you.
- Notify us if you have lifestyle changes which would affect your fuel consumption.



Family Owned Since 1945

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 appears at the top of your statement.



Customer Testimonials

On Sunday, New Years Eve, your people did a fabulous job installing a new unit for me. I just wanted to let you know that they deserve "Gold Stars". They are great! Thank you very much!

— Danbury Customer - January 2007

Your tech gave us fantastic service. He was a great representative from your Company. The call went well. I couldn't be happier. I have referred Mitchell's to my neighbors. I hope they use you. The tech was outstanding. The response by your Company was outstanding.

— Sherman Customer - January 2007

I write to thank and congratulate you on all the excellent service men on your staff. The tech who visited me on 12/4/06 to repair a number of furnace pipe leaks was skilled, efficient and capable. He is well spoken, polite, energetic and he is full of good cheer to suit the season. Best wishes to you all!

— Redding Customer - December 2006

Everything I Need To Know I Learned In Kindergarten



**Share. Play Fair. Don't hit people.
Put things back where you found them.
Don't take things that don't belong to you.
If you hurt someone, say you're sorry.**



**Clean up your own mess.
Wash your hands before you eat.**

**Hold hands and stick together when you cross the street.
Flush. Live a balanced life.**



**Be aware of wonder.
LOOK!**

— Robert Fulghum —



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!

SPOTLIGHT

This Spotlight shines on Michael Mitchell, the grandson of company founder Norbert E. Mitchell Sr.



Michael's focus within the company is on the delivery of our products. He worked as a driver for 8 years, delivering fuel oil, propane and diesel. In 2002, Michael was brought into the office to fill a dispatcher position and was eventually promoted to his current position as Liquid Products Manager. This vital role carries the responsibility of ensuring the safe and timely delivery of all of our products to our valued customers. Michael's extensive delivery experience and understanding of product usage makes him uniquely qualified to oversee this important function for his family's business. In his spare time, Michael enjoys playing basketball, football and softball. He is excited to be part of the third generation of the Mitchell family involved in the company.

Mitchell
NORBERT E. MITCHELL CO., INC.

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