



Norbert E. Mitchell Co., Inc.

The Mitchell Times

Summer 2009

From the Mitchell Family

Dear Friends,

We hope this letter finds you healthy and enjoying your summer with family and friends. At this point, many of you have already logged into your account on nemitchell.com (see article on back) and taken advantage of our oil price protection or perhaps made a payment. We are excited about this new feature because it represents another very convenient way for us to communicate with you. It also gives you greater access to our services, which is very important to us. Our company has seen many new technologies come and go since 1945, but its hard to imagine any change that has had the impact that the internet has (and will continue to have) on the way we interact with you. We will continue to develop the capabilities of our online access tools, and we want you to use them if they are convenient for you, but please remember that we are in the office everyday to assist you. The online system is for your convenience, not ours, so please feel free to communicate with us in whatever manner is comfortable for you.

PRICE PROTECTION PLANS ARE AVAILABLE!

Many of you have already enrolled in a price protection plan for the upcoming season, but for those of you that haven't there are still plans available.

Our price protection plans are designed to help you control your heating costs by protecting your oil price and giving you the flexibility to choose how and when you pay for your fuel oil. Choose between the following options:



- **Pre-Buy Plan:** Our Pre-Buy Plan allows you the certainty of pre-purchasing your annual supply of fuel oil at a fixed priced.
- **Budget-Cap Plan:** Our Budget-Cap Plan combines the convenience of level monthly payments with the security of a capped price for fuel oil.

You can view oil plan pricing by logging-in to your account on nemitchell.com. Please note that we have price protection plans available for our propane customers as well. Please call the office if you have any questions on our plans.



Annual Heating System Tune-Up

Nobody wants to think about a heating system when it's still warm and sunny outside, but winter is never that far away, and now is a perfect time to schedule an annual tune-up for your heating system.

Our annual tune-up consists of a professionally trained and licensed technician performing the following tasks:

- Test & adjust oil burner for maximum efficiency.
- Installation of new air filters, oil filters, and burner nozzle (when necessary).
- Clean & inspect electrodes and nozzle assembly.
- Inspection of oil tank.
- Lubrication of motors on all burner fans, motors, and circulators.
- Safety inspection of all operating controls.
- Inspect & vacuum combustion chamber.
- Clean & inspect flue pipe and chimney base.



Remember that having your heating system serviced on a yearly basis is one of the easiest ways to reduce your oil consumption, decrease your unit's emissions, and lessen your impact on the environment.

Please contact one of our Customer Service Representatives today or visit us at nemitchell.com to schedule your annual tune-up!

Family Owned Since 1945

New Web Tools Available

Have you visited nemitchell.com recently? You may have noticed the new "My Account" option in the menu on the left-hand side of the home page. This option allows you to buy oil in advance for a fixed price, cap your oil price on a budget plan, pay your Mitchell bills electronically and check whether your last payment has been received and processed.



Setting up your account for access is easy! In order to access your account the first time, enter the account number that appears on your most recent statement and the street number of your mailing address. You will then be asked to specify your own unique password for use in the future. Of course, if you have any questions you can always call one of our representatives who will be happy to walk you through it.

Buying oil on-line is easy! Just click on the "Oil Price Protection Plans" button. There you will find detailed information on each plan available. For pre-buy purchases you will find a handy cost calculator to help you plan your purchase. You can complete your contract, print a copy for your records and finish the transaction quickly and conveniently.



Paying your bill is easy too! Select the "Make a Payment" button, fill in the requested information and click the "Submit" button. You can pay either via e-check or credit card.

A number of customers have suggested ways we can make our website even more useful. Please continue to share your comments and suggestions. We really appreciate the feedback and hope to implement a number of additional features in the months ahead. nemitchell.com: just one more tool to serve you better.



Customer Testimonial

Over the past 11 years we have utilized your service department on numerous occasions at some ungodly hours. On every occasion Mitchell has been there and has been successful in keeping my heat and air conditioning going during some difficult situations. At no time were we ever told to wait until business hours or that it could not be fixed. We have recommended your services to many of our neighbors and friends all of which have had the same experience.

— New Milford Customer



At **Mitchell** we have decades of experience in recommending the heating system that best suits your needs. We only offer the very best in heating products, like the Energy Kinetics System 2000. The System 2000 is a high efficiency heating system that can save you 30-40% on your heating costs this year—and every year after! Call us today to find the system that is right for you!

SPOTLIGHT

This edition of Spotlight shines on Henry Stolz who has been part of the **Mitchell** team since 2000.

In his 9 years with the company, Henry has developed a wealth of expertise in retail operations as our Gasoline Stations Supervisor. Throughout his career at **Mitchell**, Henry's dedication, hard work and extensive knowledge of gas station and convenience store operations has made him a trusted resource for our customers and our staff. He visits all of our locations every day to ensure that our customers receive the service they deserve. So, if you see him be sure to say hello and ask him any questions you may have. When he is not serving our customers, Henry enjoys spending time with his children at their home



CONGRATULATIONS TO OUR EMPLOYEES!!!

2009
READERS' CHOICE

Awards

**VOTED #1
HEATING
OIL COMPANY**

The News-Times



Mitchell

NORBERT E. MITCHELL CO., INC.

www.nemitchell.com

CT LIC.# 390200 HOD# 145

DANBURY (203) 744-0600
NEW MILFORD (860) 354-5518
REDDING/RIDGEFIELD (203) 431-3921
NEW CANAAN (203) 966-5001
TOLL FREE (800) 237-3835

Fuel Oil • Propane • Heating & Cooling