



Norbert E. Mitchell Co., Inc.

Winter 2009

The Mitchell Times

From the Mitchell Family

Dear Friends,

With the holiday season approaching, we would like to say "Thank You" to all of our customers for your loyalty and your friendship. After 65 years in business, it is still very humbling for our company knowing that you trust us every day with the safety and comfort of your family. Most things in the world have gotten more complicated since 1945, but our focus here has always been, and will continue to be, to make sure that our commitment to outstanding customer service remains simple, consistent and unchanged for all of our customers. We thank you for rewarding our commitment with your continued business, and we look forward to meeting your needs for decades to come. *Happy Holidays!!!*

—The Mitchells—

Programmable Thermostats

Looking for ways to cut back on your energy consumption and lower your heating bills this Winter? Look no further than a programmable thermostat!

Programmable thermostats offer energy saving benefits, convenience, and low cost. When used properly, this device can easily pay for itself by allowing you to tailor a heating schedule designed for your specific requirements.

If you prefer to turn the heat down while asleep, but want a warm home once you return from work, simply program and store the desired settings into your thermostat and let it do the rest of the work for you! And while a programmable thermostat can automatically store settings and repeat them on a daily basis, it can also be manually set, overriding the programming when desired, to allow you complete control over your heating system.



Mitchell is a proud supplier of Honeywell Programmable Thermostats. Our professionally trained and licensed technicians can easily add any Honeywell model to an existing system and have you on your way to energy savings in no time!

For more information on programmable thermostats call our Customer Service Representatives today.

New Web Tools

We now offer the convenience of making payments and purchasing your oil online at nemitchell.com.

Setting up your account for access is easy! In order to access your account the first time, click on the "SIGN IN" button then 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 assist you through the process.

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, a cost calculator is available to help 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 "Submit". You can pay either via e-check or credit card.

Many customers have suggested ways we can make our website even more useful. Please continue to share your comments and suggestions. We appreciate the feedback and hope to implement additional features in the months ahead.

Happy Holidays

The Mitchell Manner Card

In today's difficult economic climate, controlling costs is a major focus of everyday life whether you are a business owner or a family living on a budget. We certainly understand the current economic situation and are proud to offer our very own solution: the Mitchell Manner Card.

The Mitchell Manner Card is an easy and effective way to consolidate your fueling expenditures whether you have a fleet or just the family vehicles. A Mitchell Manner Card allows you to fill up at any of our 7 conveniently located stations in the greater-Danbury area. Each month, account holders receive a detailed "Fuel Management Report" that breaks down an individual card's activity in the following categories: date & time of purchase, location of purchase, type of fuel, price/gallon, gallons purchased, convenience store items purchased, total sale, tax separation & breakdown, and totals by vehicle & product.



Aside from rolling all of your fueling needs into one account, this valuable tool also allows you to spot unusual changes in vehicle fuel consumption and assures you that the correct product is being used in your vehicle. With a Mitchell Manner Card the guesswork is taken out of controlling your fuel costs.

Whether you're a large company with an extensive fleet, a small business with a few vehicles, or a family looking to cut costs at the pump, don't miss an opportunity to gain control of your expenses and keep more money in your pocket. Call us today to get your card!

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 requests 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.



Better Oil from Mitchell

The home heating experts at **Mitchell** are committed to bringing you the highest quality products on the market, which is why every gallon of heating oil we sell is enhanced with a special fuel additive. This stabilizing solution is specifically designed to reduce sludge build-up in your tank and lines, protect metal components from rust and corrosion, and keep your heating system running at peak performance, which saves you money!



- Sludge Dispersant
- Antioxidant & Stabilizer
- Corrosion Inhibitor
- Metal Deactivator
- Water Dispersant
- De-Foamer

Customer Testimonial

We are heating oil customers of yours and last week, we changed to propane customers as well. We want to give high praise to your service technician that installed our new propane tank. He was extremely neat in appearance and was careful about how he handled our property and his tools. He took great pride in his work and made sure that our appliances and floors were protected from scratches. We believe that care speaks volumes for how he feels about working for you and about his work ethic in general.

—Brookfield Customer

SPOTLIGHT



This edition of Spotlight shines on Nick Totoro who has been part of the **Mitchell** team since 1991.

In his 18 years with the company, Nick has played a major role in managing our Lubricants Department and as a Propane delivery driver. Throughout his 18 years at **Mitchell**, Nick's hard work, dedication and knowledge of our products and services have made him a valuable resource for our customers and his fellow employees. When he is not serving our customers, Nick enjoys spending time with his grandchildren and family and working around his home in New Milford.



Mitchell

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