

The Mitchell Times

Fall 2013 Edition

If you should ever need our assistance, we are never more than a phone call away!
(800) 237-3835

Please visit our website:
nemitchell.com
for information on all our quality products:

- ✦ Heating Oil
- ✦ Propane
- ✦ Electricity
- ✦ Wood Pellets
- ✦ Heating & Cooling

Premium Wood Pellets

Mitchell sells and delivers Warm Front Premium Wood Pellets. These pellets are manufactured right here in the USA by a trusted name in the pellet industry, New England Wood Pellet Company. They are made from a hard wood blend that produces a high BTU output (between 7,900 and 8,200 BTU), low ash content (between .4 and .7%) and overall carbon neutrality!

These pellets are a renewable fuel that can be purchased by the bag or the ton. Please call our office or visit **nemitchell.com** for more information!



Dear Friends,

Of all the energy services that we provide for our customers, the annual maintenance that we perform on your heating and cooling equipment still stands out as the most important service that we can do for the safety and efficiency of your home. While the main focus of this service is to keep your system running at peak performance, it also gives us an opportunity to learn more about what else is happening with the energy systems in your home. Is there a new member of the family that might impact your energy usage? Have you added a new propane appliance? Are you considering a system upgrade? Feel free to discuss these important changes to your home or lifestyle with your technician so they can provide some advice or document any changes for our service records. All of this information helps us serve you better.

Please remember that your heating system is not the only system in your home that needs regular preventative maintenance. All of the heating and cooling equipment in your home, and any appliance that burns propane or oil should be maintained according to the manufacturer's recommendations, which in most cases is at least once per year. So, if you have a central AC system, gas fireplace or pool heater, it's important to have it serviced annually to keep the system operating safely and efficiently. Our team is available to provide all of these vital services and most preventative maintenance can be done at anytime of the year. Please remember that we are always just a phone call (or email) away! Thank you for your business and your trust.

- The Mitchell Family



From the Energy Experts

With the cooler nights already here, now is the time to test your home's heating system before the real cold is upon us. 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(s) and allow it to run for 15 minutes. When the heating test is complete, you need to inspect the integrity of the system. Check for any leaks of water or fuel. If everything heats up properly and there are no leaks, you should be all set to begin the heating season. If you notice any issues with your heating system, please contact our office to schedule a service call.



Price Protection Plans

Are you Protected? Make sure you are prepared for the 2013-14 heating season by enrolling in a price protection plan. Choose from our **Cap**, **Prebuy** or **Fixed Price Plans**. No matter what your budget requires, one of these plans will fit your needs. To enroll, visit **nemitchell.com**, click the "My Account" icon located on the top righthand corner of the page, login with your account number and password and then click on the "Enroll in a Price Protection Plan" button. Our system will walk you through the plan selection and enrollment process. If you have any questions don't hesitate to call us.



Use Less Energy

With energy prices remaining at high levels, it's safe to say that most of us are trying to cut back on our heating expenses. Over the years, we have seen that the best strategy for lowering your heating cost is to install more efficient equipment that can reduce your energy consumption. When it comes to your heating equipment, we would recommend that you consider the following proven high-efficiency products.



System 2000: For years, we have put our trust in System 2000, the world's leader in oil heat and hot water technology. System 2000 has helped hundreds of our valued customers drastically reduce their usage and save substantial money. Visit our website to watch the latest demonstration video at nemitchell.com/system2000 or simply call us today for more information.

Eternal Hot Water Heater: This water heater's compact stainless steel design is up to 98% efficient, durable, and leaves almost no carbon footprint. It also offers a best-in-class, 15-year residential "No Leak" warranty. Visit nemitchell.com/eternal for more information.



Mitchell Stores

There have been many changes to our Mitchell Stores over the course of the last few months. "Mitchell" signs were mounted above the entrance to our Mitchell Park Lane Sunoco store located at 44 Park Lane Road in New Milford, CT and on our Mitchell Brookfield Sunoco store located at 30 Federal Road in Brookfield, CT. In addition, we've continued our branding efforts by providing our store employees with new uniforms so they're easily identified when you visit the stores. Keep your eyes peeled for even more changes to come in the upcoming months. If you are in the area and happen to need gas, lottery tickets, coffee, a cold beverage or groceries, please visit one of these stores and experience our exceptional customer service. We hope to see you soon!

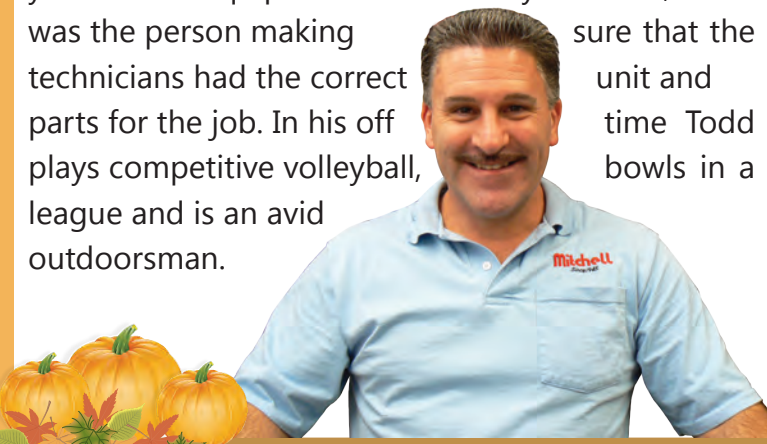
"Like" Us on Facebook!

- ✓ Receive notifications on specials!
- ✓ Be put in the running to win gift certificates!
- ✓ Visit facebook.com/MitchellSince1945 or scan the code!



Spotlight

This edition of the Spotlight features Todd Rossi. Todd started with us in 2004, and is currently our Parts Department Manager. He is responsible for ordering parts, maintaining and tracking inventory levels, stocking service vehicles, putting together parts for equipment installations, helping our walk-in customers, and processing warranty claims. If you've had equipment installed by Mitchell, Todd was the person making sure that the technicians had the correct unit and parts for the job. In his off time Todd plays competitive volleyball, bowls in a league and is an avid outdoorsman.



Customer Testimonials

"Your service technicians worked very neatly and professionally during our new oil tank install, which we very much appreciated. They respected our property and its care as much as we do, and for that we are grateful."

- Ridgefield, CT Customer

"Thank you for the new AC install. We especially want to thank you for the great service your guys gave us. They were efficient, clean, non-stop and you could tell they cared about what they were doing. They even came and got some paint from us to paint over a scratched area outside our building."

- Brookfield, CT Customer

- Danbury (203) 744-0600
- New Milford (860) 354-5518
- Redding/Ridgefield (203) 431-3921
- New Canaan (203) 966-5001
- Toll Free (800) 237-3835

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