

The Mitchell Times

Fall 2014 Edition

Need Help?

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

Visit nemitchell.com:

**For more information about
Heating Oil, Propane, Electricity,
Wood Pellets, and Heating & Cooling**

From the Mitchell Family:

As we all enjoy the last few weeks of warmer weather, our team is busy preparing our equipment for winter. The severe cold of last winter still seems to be fresh in everyone's mind and we have received many questions over the summer about how best to prepare for the colder months ahead. We have provided some very useful information on winter preparedness in this edition of our newsletter, but also be sure to keep in mind the following as the temperature begins to drop:

Test Your Heating System Early: Turn up your thermostat and allow your system to run for 15 minutes. Then, check the integrity of the system by looking for water or fuel leaks. If you notice any issues, give us a call.

Part-Time Homes: Any home that is not occupied on a daily basis in the winter is at risk for freezing due to system failure. You should



always arrange for someone to watch your home, but see the "Preparing for the Winter" article below for information about a device that can help protect your home.

Need Antifreeze?: Does the piping in any area of your home require antifreeze to prevent freezing? If you are not sure, call us.

Anyone new in your household?: Our Delivery Department needs to know so we can adjust your delivery schedule. More people in your home, means you'll probably be going through more fuel.

As always, if anything unexpected should occur, our service team will be with you **24 hours a day, 7 days a week!** In addition, please know that we're always here to answer your questions and assist you in any way that we can.

Thank you for your continued loyalty and from our family to yours, have a wonderful Fall Season!

- The Mitchell Family

Price Protection:

Our Price Protection Plans are all designed with one concept in mind: helping you to control your energy costs. No matter what your budget requires, Mitchell offers a variety of price protection plans to fit your needs.

Heating Oil Plans:

- Heating Oil Prebuy Plan
- Heating Oil Cap Plan
- Heating Oil Fixed Price Plan

Propane Plans:

- Propane Prebuy Plan
- Propane Fixed Price Plan

To enroll, visit nemitchell.com, click the "My Account" icon located on the top righthand corner of the page, log-in 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.



Preparing for the Winter:

If you spend time away from your home during the winter, the experts at Mitchell recommend investing in a **FreezeAlarm Dialer**. This device will contact pre-programmed telephone numbers if the temperature in your home or business drops below 45°F or if there's a power outage at the location. With this tool, you can leave your home or business knowing that if there is an issue while you are away, you will be notified before anything happens. The FreezeAlarm Dialer can be easily installed in minutes at most locations, and the alarm will continue to dial the predetermined phone numbers until the problem is addressed.

For more information on this device, please call (800) 237-3835 to speak with one of our experts!



Propane Safety:

Have you installed any new propane appliances in your home this year? Your friends at Mitchell know that the addition of new appliances can change your home's energy and safety needs. **Any time a new propane appliance is installed in your home by another contractor, it is very important that we are notified** so that we can make sure that the equipment was installed in a safe and proper manner. The more our service team knows about your home's appliances, the better we can provide you with the level of service you count on from us every day.



From the Energy Experts:

Did you know that approximately one third of the annual energy consumption of your home is just for producing hot water. Modern plumbing fixtures have helped reduce your usage by slowing down the flow of hot water through dishwashers, washing machines and showerheads. The next step in reducing your energy costs is to look at what makes your hot water. If you currently have an electric hot water heater, now may be the time to consider replacing it.

According to www.energystar.gov, by converting from electric to propane, you can reduce your energy cost for hot water by as much as 30% or more!

**Call us today at (800) 237-3835
for more information!**



Spotlight:

This edition of the Spotlight features Mark Lucas. Mark is a customer service specialist who has been with Mitchell for 14 years. He is the company's "Go-to-Guy" when it comes to various carpentry projects, vehicle body work and vehicle graphics. Mark is also a long-time member of our Safety Committee. He resides in New Milford, CT with his wife and two daughters. Other than vacationing to warm destinations with his family, Mark loves to garden and enjoys playing golf and hockey. He also likes to watch the Boston Red Sox and New York Rangers play.



Customer Testimonials:

"I would like to express my sincere appreciation to the technicians who visited my home, for the excellent job they did servicing our Boiler and AC units. I have been with Mitchell for over 10 years and will continue based on your professional staff." - Brookfield, CT Customer

"In all the years I have been using Mitchell as a service provider, I have experienced prompt service deliveries and friendly customer service. Very thorough and professional!" - Bethel, 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

HEATING OIL PROPANE
ELECTRICITY HEATING & COOLING

CT Lic. #390200 HOD #145

Mitchell
Since 1945.
nemitchell.com