

Visit nemitchell.com for more information about all of our Heating Oil, Propane, Heating and Cooling Products and Services.

Need Help?

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

From the Mitchell Family!

We hope this letter finds you healthy and enjoying the remaining weeks of Summer. We have been hard at work the past few months, as we continue to expand our customer service capabilities and improve the fuel that we deliver to you. In this edition of our newsletter, you will find information about our new website, which now allows you to have text conversations with our customer service team. Texting is the preferred method of communication for many of our customers,

so we are excited to add this new customer service option. Of course, you can always feel free to call or email us with any of your questions. Also, in this edition of the Mitchell Times you will find some important information about the change that heating oil will undergo in the coming years as we transition to a new low-carbon fuel blend. This is an important step forward for the environment and the future of our product, and we are excited to be a part of our community's clean energy future!

As always, thank you for your loyalty and your trust. - *The Mitchell Family*



Safe and Efficient Bioheat

We have some exciting news to share about the heating oil that we are delivering to your homes and businesses. Recently, a bill was signed into law in the State of Connecticut that will require that a low carbon, liquid fuel be blended with home heating oil starting in 2022. The State of New York has similar laws which have either passed or are awaiting passage. This is an important evolution for heating oil because it allows us to deliver you a low carbon fuel that meets state and federal environmental goals, but does not require any major changes to the heating equipment that is in your home.

Some more facts about the improvements to our fuel:

- ✓ **The most common low-carbon fuel available for blending is biodiesel, which is a renewable fuel made from plants and recycled oils. Heating oil blended with biodiesel is called Bioheat.**
- ✓ **When using Bioheat, your home's oil heating system will emit less carbon dioxide and reduce your carbon footprint with no loss in heating efficiency.**
- ✓ **No changes to your heating system are required at this time!**
- ✓ **Increases in Bioheat blends from 2% up to 50% by 2035 will further reduce your carbon footprint and still provide efficient and safe heating for your home.**

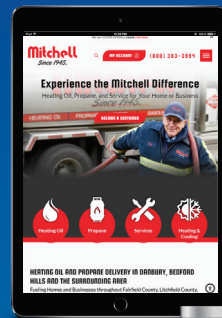
As always, you can trust Mitchell to deliver you the most reliable fuel by treating every gallon of our heating oil with a special fuel additive, which is specifically designed to increase efficiency and protect the components of your heating system.

HAVE YOU SEEN OUR NEW WEBSITE?

New Look, Same Great Service!

nemitchell.com

SCAN ME!



Text Us!

To provide you with the best possible service, we have added a text based live chat to our website which connects you directly to our experienced staff! While we still welcome your calls to the office, this feature will allow you the flexibility to chat with us by texting from your mobile phone during normal business hours, without interrupting your busy schedule. Simply go to any page on our website and click the chat icon, enter your name, mobile number and your question and we'll text you back! Use this text conversation to schedule deliveries, check usage or even upload pictures/videos to help troubleshoot issues. Additionally, you can save the number and text us anytime moving forward without going through the website again.

We look forward to chatting with you!



Protect your fuel prices

Plan for the year ahead and let us help provide you with peace of mind. Our Price Protection Plans are designed to help you control your energy costs. No matter your budget we have a plan that will fit your needs. For more information on how to enroll in our PreBuy, Fixed or Price Cap options, give us a call or visit our website today.

Employee Spotlight



This edition of Spotlight shines on Leon Clark. Leon is a licensed heating and air conditioning technician that has been a part of the Mitchell team since 2002.

Throughout his 19 years of service at Mitchell, Leon's hard work, dedication and knowledge of oil heat and air conditioning systems has made him a valuable resource for our customers and his fellow employees. When he is not serving our customers, Leon enjoys spending time with his wife and 2 children at their home in Brookfield as well as hunting and fishing.

Propane Projects

Whether you are renovating your kitchen, adding a generator, putting in a gas log set or installing a patio and outdoor living space, be sure to make propane a centerpiece of your summer projects. If you're planning any projects that require propane piping or equipment, Mitchell can install, run any necessary gas lines, increase your current propane storage, and assist in future project planning. Call today and schedule a free, no obligation site assessment for your next project!



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