

The Mitchell Times

If for any reason you should need our assistance, we are never more than a phone call away!

**(800)
237-3835**

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

Heating Oil
Propane
Electricity
Wood Pellets
Heating & Cooling

Dear Friends,

As the cold weather slowly leaves town, our family would like to say "Thank You" for trusting us to keep you and your family warm this past winter. The loyalty and trust of our customers is the driving force behind the success and growth of our business. As we have introduced new products and services, you have had the faith in us to allow us to be your "one stop shop" for all of your home energy needs. And when a friend is looking for better service, you recommend us, which is the greatest compliment that we can get. We always want to be the company that you can refer without hesitation, and we welcome any feedback that you have on how we are doing as your energy provider. You can always call or write with your feedback, but we also invite you to log into "My Account" on nemitchell.com and click on the "Customer Feedback" tab under the "Manage Account" heading. While logged into "My Account", you will notice several new enhancements including the ability to view an image of your invoices online and receive your invoices and statements electronically with our "E-Billing" program (see article below). These new features were all developed based on feedback from our customers, so please keep your calls, emails and notes coming. Thanks again for your business and enjoy the warmer weather that will hopefully reach us soon.

- The Mitchell Family

Spring 2013 Edition



FROM THE ENERGY EXPERTS: Did you know that most manufacturers recommend annual maintenance on all of your appliances? Whether it is an air conditioning system, home heating system, pool heater, gas or oil fired water heater, propane fireplace set or other propane powered appliance, a well maintained system will run more efficiently and will likely last much longer. Call the Mitchell pros today to schedule your annual maintenance!

Going Green with E-Bill

Over the last few months Mitchell has made substantial progress in providing our customers with alternative means of receiving and paying their bills. At this point, we are very pleased to have officially launched our "E-Billing Program"!

How it works

When you sign up for E-Billing you will no longer receive paper invoices in the mail. Instead, when an invoice becomes available on your account, an e-mail notification is sent to you. That e-mail indicates that a new invoice is available on your account, and provides you with a direct link to view all of your open invoices. From here you can view or download an electronic copy of each open invoice. After reviewing your invoice, you can pay your bill through our website after securely logging in to your Mitchell online account.

Benefits of Going Green

Receiving your invoices electronically eliminates the paper required to send you a traditional invoice which reduces your environmental impact. Aside from the environmental benefit, you will receive your invoice more timely. Each paper bill is printed, folded, placed in an envelope, and then mailed to you. This process takes much longer than when sent electronically through the E-Billing program.

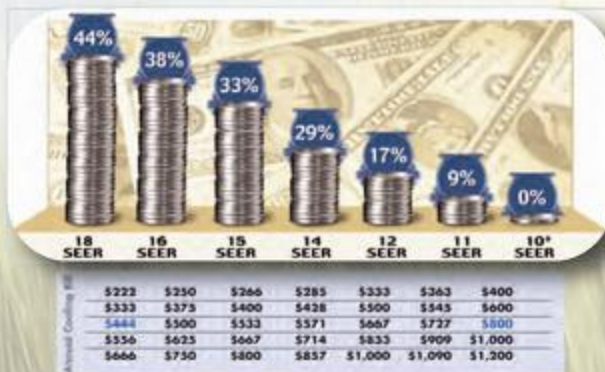
The next time you speak to a Mitchell representative, inquire about our E-Billing Program. Each E-Bill customer we sign up will contribute to preserving our environment and ensure more efficient delivery of your invoices and statements.



Considering An Air Conditioning Upgrade?

The energy experts at Mitchell are proud to offer American Standard air conditioning systems. A new energy efficient American Standard system will make your home irresistibly cool and comfortable during the hot summer months. If your current air conditioner is more than 10 years old, it could be operating at lower than 10 SEER (Seasonal Energy Efficiency Rating). Compare the estimated annual cooling bill of a 10 SEER system to that of a new system with a higher SEER such as American Standard's 18, 16, 14, 12 or 11. For instance, if the annual cooling bill of a 10 SEER system is \$800.00, you could potentially save up to \$356 with a higher SEER system. That's an annual savings of 45%. These numbers should remain consistent over time as long as preventive system maintenance is performed on a regular basis.

**Call us today
for a free estimate.**



Potential energy savings may vary depending on your personal lifestyle, system setting, equipment maintenance, local climate, actual construction and installation of equipment and duct system.

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The Winner Is ...

We recently had the opportunity to participate in the Home Show at the Danbury Fair Mall. We raffled off several prizes including the grand prize, a Yankee Team Grill. Congratulations to **Richard from Newtown** for winning the grand prize. Thank you to all who visited our booth at the Home Show. We really enjoyed speaking with you.



It's Time to Start Thinking About Your Swimming Pool!



We would like to make starting your pool heater easier this year. Just give us a call after your pool is open and your pump is running. We will do a comprehensive cleaning and service on your heater. Having this service will help to keep your heater running trouble-free and efficiently all summer long.

Spotlight

This edition of Spotlight shines on Gary Andrews. Gary has been a tractor trailer driver for Mitchell since June of 1994. With almost 20 years of experience delivering a variety of liquid products to our gas stations, Gary's positive attitude, expert driving abilities and stellar safety record make him a valuable member of the Mitchell team. When Gary is not delivering products to our stations and servicing our customers, he enjoys spending time with his family.



Customer Testimonials

"Your tech came to my house to perform my annual furnace tune-up... He is friendly, personable and courteous and always takes the time to inform and educate me as to the proper care and functioning of my heating system as he performs his job. He always has a smile on his face and a positive attitude, a consummate professional who is truly an asset to your company. I am grateful to receive quality service from one of your best employees! I Thank You!"

-Brookfield Customer

"Your driver was filling our propane tanks and he noticed water dripping from the foundation and thought this could be a leak possibly within the basement. He notified your office, who in turn called me. I told the office how he could enter the basement. He turned around and went back to investigate and luckily there was no leak. The office then called me back and informed me everything was OK! Thanks again, your guys are terrific."

-Sherman 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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