

# The Mitchell Times

# WINTER NEWS 2021

Visit [nemitchell.com](http://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 warm this winter season. Well, it's no secret that costs have been increasing on almost everything we need to live our lives, and energy prices are no exception. Natural gas, electricity, and gasoline prices have been steadily increasing, and heating oil and propane have certainly followed that same trend. While we can't predict or control the direction of energy markets, history has shown that heating oil and propane price plans are an effective tool to help you manage your energy budget. Many of you have already signed-up for a price plan for this heating season, but for those that haven't it's not too late. Please call, text or email us to discuss available plans, or log-in to your [nemitchell.com](http://nemitchell.com) account to review options.

We wish you and your family Happy Holidays, and a safe and healthy New Year!

## Winter Safety Tips

As the temperatures drop, we want to remind everyone of some important safety tips in preparing your home for colder weather.

- **Safe Delivery:** Always make sure your fill areas are clear from snow and ice, and provide a clear path to the fill location.
- **Unoccupied Homes:** Arrange for someone to watch your home when unoccupied and also consider a Freeze Alarm, which will alert you if your home gets too cold.
- **Antifreeze:** Does the piping in any area of your home require antifreeze to prevent freezing? Make sure you're looking into this to avoid the many issues a pipe freezing can cause.
- **Household Changes:** Any additional people living in your home or any renovations since last winter? Please let us know about these changes because they may impact your fuel usage.

## System 2000



A smart investment for your comfort. Upgrade your heating system to a high efficiency unit and enjoy lower fuel consumption and increased comfort.

- ✓ Virtually limitless hot water
- ✓ Reduce your bills up to 40%
- ✓ Rebates & Financing available
- ✓ 24/7 Emergency Service



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**ENERGY PRODUCTS & SERVICES**

## Above Ground Oil Tanks

## Protect with ProGuard

Heating oil storage tanks are considered to be one of the safest ways to store energy in your home, but the lifespan of your tank will vary based on the environment that the tank is in. Visible rust, uneven legs, oil staining on or under the tank are all possible symptoms of what could be a larger issue with your tank. It is your responsibility to be aware of the condition of your tank and to keep us informed so we can help you stay ahead of any issues. If you have any concerns with your tank or if you see any signs of deterioration, please contact us so we can assess its condition and provide a recommendation for replacement if needed. Also, as a Mitchell customer you have the option of protecting your oil tank and lines with our Proguard Above Ground Oil Tank Protection Plan. This plan offers coverage for some of the most common expenses that a homeowner may encounter when an oil tank issue arises. If you have any concerns with your tank or if you are interested in learning more about Proguard Protection, please contact us.



## Price Protection

Plan for the year ahead and let us help provide you with peace of mind. Our heating oil and propane 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 Fixed or Price Cap options, give us a call or visit our website today.

## 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 safer your home will be and the better we can provide you with the level of service you count on from us every day.



## Customer Testimonial

*"We were without heat, we called Mitchell Oil who ordered our new boiler and installed it immediately. There was constant communication. They showed up on time, the work was done properly. Another great job ! I feel the term 'customer service' has, at times, lost its meaning. You restored my faith in businesses taking care of their customers. Thank you John and Mario you were just wonderful. This is why we are long term customers."*



## Employee Spotlight



This edition of Spotlight shines on Andy Mongan. Andy joined the Mitchell team in 2005 and is the Personnel & Safety Manager. Throughout his 16 years of service at Mitchell, it has been Andy's focus to seek out and onboard new talent, oversee all Human Resource

functions and to ensure that not only are our team members working safely but that the work conducted in and around our customer's homes and businesses meets the highest levels of safety. When he is not serving our team members and customers, Andy pastors a small church and serves at local community kitchens/shelters. He also enjoys spending time with his wife and sons at their home in New Milford and wood working.

**ENERGY PRODUCTS & SERVICES**

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