



The Comfort Standard

Propane & Oil Delivery • Heating & Cooling Solutions • Plumbing • Generators

WINTER IS COMING!

INVEST IN A MAINTENANCE PLAN

Regardless of your home heating system or the home energy source that it is powered by, we have a solution. We designed our maintenance plans with your home comfort in mind. The following comes standard when you purchase a maintenance plan from W.C. Eshenaur & Son:

- Annual System Tune-Up
- Safety Inspection
- Discounts on Repairs
- Priority Service

If you are currently enrolled in an oil or propane budget plan, you can add your maintenance plan to those monthly payments for greater convenience! We also offer discounts to combine your heating system maintenance plan with any of the following plans:

- Heat Pumps
- Generators
- Hot Water Heaters
- Fireplace Inserts
- Air Conditioning Systems

COLD WEATHER TO-DO LIST

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> Schedule your heating system tune-up | <input checked="" type="checkbox"/> Turn off your exterior faucets | <input checked="" type="checkbox"/> Stock up on your winter essentials |
| <input checked="" type="checkbox"/> Caulk around doors and windows | <input checked="" type="checkbox"/> Have your gutters cleaned | <input checked="" type="checkbox"/> Install a programmable thermostat |

HELP US SERVE YOU BETTER THIS WINTER

- 1 Consider enrolling in automatic delivery - Demand for fuel reaches its peak during the coldest days of the year. With automatic delivery, we monitor your oil or propane consumption to ensure you never run out of heat.
- 2 Help keep our drivers safe - Shovel a path to your fill pipe or propane tank and mark the location with a stick or flag if it is snowing.
- 3 Keep your driveway clear - Safety is our first concern when delivering home heating fuel, so please do your best to clear all snow and ice from our delivery truck's path.

A LETTER FROM OUR TEAM

As our team prepares for another upcoming heating season, we would like to thank all of our customers who allow us the privilege of meeting your home energy needs. Our company has grown and diversified our products and services over the years to adjust to those needs, but our commitment to you remains the same. We promise to provide the best possible quality and value for every customer that we serve.



The "experts" are predicting a winter that is similar to last year. We do not know if that will be the case, but we are prepared to do our best to keep you as warm and comfortable as possible. This fall/winter issue will review some information that will enhance your customer experience as well as give you some options to increase your home comfort while saving money on energy costs.

We wish you and your family a happy and safe season.

Warm Regards,
Craig

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American Standard
HEATING & AIR CONDITIONING

American GETAWAY
FALL PROMOTION



RECEIVE

AMERICAN AIRLINES GIFT CARDS
valued up to \$1,000



WHEN YOU PURCHASE

a complete
AMERICAN STANDARD SYSTEM

Want more information on how you can prepare for this upcoming season and save money while doing so? Visit our website at www.eshenaur.com and view our electronic version of this newsletter for a complete list of helpful tips and suggestions.

American Airlines Gift Cards can be used towards the purchase of air travel on American Airlines, Envoy Air®, American Connection®, oneworld® airlines, and codeshare flights designated in flight listings as AA*, which includes US Airways operated flights. Itineraries must be purchased and originating in the U.S., Puerto Rico, or U.S. Virgin Islands. Gift Cards are redeemable only at www.aa.com or by calling Reservations at 800-677-9555 (fees may apply). Gift Cards do not expire and have no dormancy, service, maintenance, or other fees. T&Cs are subject to change. Additional terms and conditions apply and can be found at www.aa.com/giftcard.

MANAGE YOUR ACCOUNT ONLINE

We recently added a secure online account management feature to our website that was built around giving you another level of convenience to complete tasks that before would have required a phone call or a trip to our office. We of course still welcome any opportunity to speak with you over the phone or in person, but the following features were designed around making our customers' lives easier:


- Order heating oil or propane online
- Make a one-time payment or set up auto bill pay
- View your recent account payments and transactions
- Enroll in our paperless billing program
- Schedule a service call or enroll in one of our service plans

Sign Up in Three Easy Steps


- 1 Visit www.eshenaurs.com
- 2 Select MY ACCOUNT at the top right
- 3 Fill in your account number, digits of street address, and email address, then select CONTINUE

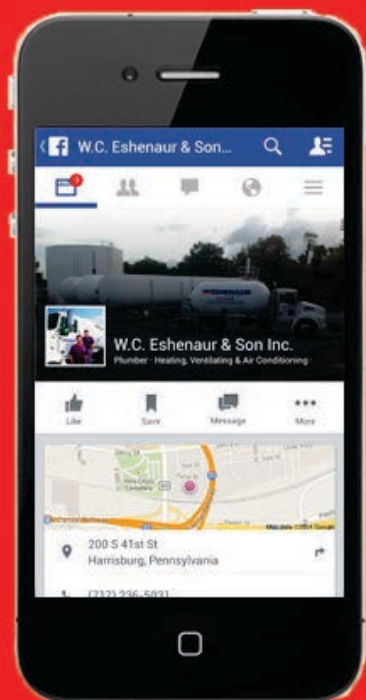


OTHER WAYS TO INTERACT WITH US ONLINE

 **Email** – This allows us to update you with meaningful upcoming news, events, seasonal promotions, and so much more as soon as they happen. We are also available through email to answer any questions or concerns that you may have. You can sign up to be on our email list with the following quick and easy options:

1. Registering for your online account
2. Including your email on the next invoice payment
3. Sending us an email with your information to info@eshenaurs.com

 **Facebook** – Like us on Facebook through the link that is on the top right of www.eshenaurs.com for fun information about our company as well seasonal promotions and updates that can help you save money!



NEVER FEEL POWERLESS AGAIN

Imagine that the next big storm causes your home to lose electricity but your house instantaneously regains power. Your applicable heating/cooling sources, lighting, refrigerator, and all of the other essentials that you rely on every day are completely unaffected for however long it takes to restore electricity which can take hours, days, or even over a week. That peace of mind is possible regardless of which energy source(s) you use in your home.

For every generator that we install, we guide you through every step of the process from selecting which option is best for your home to offering maintenance on an annual basis once the installation is complete. Our complete generator installation process includes the following steps:

- Calculate the correct generator for your home based upon the size and your needs
- Match all necessary wiring and electrical work
- Install the generator including all fuel piping
- Install a propane tank and line (if necessary)
- Offer optional annual maintenance agreements

If you are interested in hearing more, call us today and ask for Paul Witmer who is our expert when it comes to generators. We offer free quotes and allow you to determine if a generator is the right decision for your home. Never worry about losing power with a home generator professionally installed by W.C. Eshenaur & Son!

Already Have a Generator?

We offer propane and natural gas annual maintenance plans that are designed to ensure your generator is prepared for the next unexpected power outage. If you are already a heating maintenance plan customer, we offer discounts to add generator coverage to your plan. We also offer monthly payments for your convenience. Give us a call today for more details.

HOW DOES A HOME BACKUP GENERATOR WORK?

1 UTILITY POWER IS LOST

Perhaps it's a storm. Maybe it's an equipment failure. In any case, the electricity you depend on is suddenly gone.

2 YOUR GENERAC® GENERATOR SENSES A PROBLEM

Within seconds, your generator prepares to restore your home's power.

3 THE GENERATOR TURNS ON - AUTOMATICALLY - WHETHER YOU'RE HOME OR AWAY

Within a few seconds, it is up to speed and generating electricity.

4 YOUR ELECTRICITY IS RESTORED

The automatic transfer switch sends generator power to your home. And it will continue until utility power returns.

Source: <http://www.generac.com/for-homeowners/home-backup-power/how-it-works>

