



# Hot Tips

winter 2021

from **P. Gagnon & Son, Inc.**

## PERSONALLY SPEAKING

### welcome, 2021

Dear Friends,

**We are certainly relieved** to have put 2020 behind us and are ready to begin a new year. We can only hope for better things to come in 2021.

As we continue to face unprecedented challenges, we remain fully committed to your comfort and safety as our crews and support staff work hard to address your concerns. Our technicians, who are qualified to work on systems of all makes and models, are here to keep your home comfort equipment in good condition.

We're also doing all we can to keep you and our team safe (social distancing, face masks, sanitizing the area where we work in your home, and more). Please do your part by following all CDC-recommended safety measures as



**Mark Gagnon**

well. Visit [PGagnon.com](http://PGagnon.com) to read more about our COVID-19 service protocols.

We know these are tough times. The good news is we've experienced national emergencies before and no matter what, we have made it

through, just as we will now. As we move through winter, please know that we are here for you. If you have a heating issue, we are always on call, and we want to hear from you.

We look forward to better days ahead.

Warmly,

Mark Gagnon, President

## no heat? try these tips

**If your heating system stops working** this winter, here are a few steps you can follow to troubleshoot before calling for service.

- ✓ Check your tank—if you're out of fuel, contact us right away for a delivery and system restart. (You can avoid run-outs by signing up for automatic delivery.)
- ✓ Set the unit's switches to "on" or "start."
- ✓ Check for a tripped breaker or a blown fuse on the circuit that powers your system.
- ✓ Set your thermostat for 5° warmer than the current room temperature, and enable the "heat" or "warm" setting.

If none of these suggestions do the trick—or if you are not comfortable trying on your own, please call us and we will be happy to help you.



## WIN a \$500 Visa gift card

**Do you want to earn some bonus bucks?** Enter our new contest! Just read this newsletter and answer the questions on the enclosed reply card or go to [PGagnon.com/contest](http://PGagnon.com/contest) to enter. All entries received by **5/18/21** with the correct answers will be entered into a drawing for a \$500 gift card. **Three winners will be selected!**

No purchase necessary. A purchase will not increase chance of winning. See enclosed card or go to [PGagnon.com/contest](http://PGagnon.com/contest) for details.

## we'd love to hear your thoughts!

**When you post a review** on Google, ReviewBuzz or Facebook between now and 3/31/21, we'll enter you into a drawing where one winner will receive **100 gallons of free fuel!** See "the word on the block" on page 4 to read a recent review!



## on the way to net-zero emissions

Although the electric appliances in your home don't produce emissions, the plant that generates the electricity probably does. Those plants, many of them coal-fired, are among the largest sources of greenhouse gas pollution in the United States.

Contrast that to heating oil. Because of the industry's efforts to reduce carbon emissions, today's heating oil burns more cleanly than ever before, and with lower emissions. Consumers also benefit from better heating efficiency and easier maintenance, since highly refined, renewable and ultra-low-sulfur Bioheat® fuel creates fewer deposits on heat exchangers.

As Bioheat® fuel becomes more widely used in the coming years, home heating oil will move closer and closer to becoming a carbon-neutral fuel. With this increasingly clean supply, the industry can continue to name heating oil as a leader in America's clean energy evolution as we remain committed to achieving net-zero carbon dioxide (CO<sub>2</sub>) emissions by 2050.



## secure supply for your peace of mind

**Needless to say**, we're living in strange times. And while the pandemic has led to a wave of panic buying and unexpected shortages, our heating oil and propane supplies both remain where they should be. At P. Gagnon & Son, we maintain secure storage facilities and work with trusted suppliers. We'll always have enough fuel on hand, and we're proud to offer you that peace of mind.



**P Gagnon & Son, Inc**  
Your Comfort is Our Concern

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PRESORTED  
STANDARD MAIL  
US POSTAGE  
**PAID**  
DG3

## the word on the block

**Customer feedback** is the best possible way for us to know if we're meeting your expectations. If you feel we've gone above and beyond, we'd love to know! We also appreciate hearing when we're falling short, as it helps us to improve. Reviews on our **Facebook page**, on **ReviewBuzz** or on **Google** are great ways to let others know that we offer great value and service. Here is a recent review we're quite proud of:

“ I recently had trouble with my hot air furnace. I called P. Gagnon at 8:30 a.m. to schedule a technician to evaluate my problem. At 10 a.m. the tech arrived. He tested the functions and determined that the burner motor had a short circuit. Lucky for me, he had a replacement in his truck, replaced the motor, tested the system and had it working by noon. Since I purchased the service protection plan, the repair and parts were done for no charge. This is what I consider fantastic service.”

—Michael B.

**To find out how you can be entered to win 100 gallons of free fuel, see “we'd love to hear your thoughts,” on page 1.**

