



Hot Tips

spring 2020

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

PERSONALLY SPEAKING

keeping you safe remains our priority

Dear Friends,

As I write this, all nonessential businesses in our area have been ordered to cease in-person operations, and approximately 90% of the country is following a stay-at-home policy to mitigate the spread of the coronavirus.



Mark Gagnon

As an essential business, P. Gagnon & Son is here for you. Although we have closed our offices out of an abundance of caution, all of the other services we provide will continue.

We are so proud of our team! While we continue to provide equipment service in homes and make fuel deliveries, we are doing everything possible to protect ourselves and our community by following CDC-recommended safety protocols.

Whether they're faced with an unprecedented snowstorm, an extended deep freeze or the current health crisis,

our employees prove that when the going gets tough, they step up. They are the foundation of our business, and we couldn't do it without them.

We also want to thank you—our customers—for all the precautions you've taken while interacting with our people.

You've made it easier for us to take care of the work you need to have done in your home, and we appreciate it.

We hope you and your family stay well. Please feel free to contact us, either at **(800) 696-2213** or through our website. We're all in this together.

Warmly,

Mark Gagnon
President

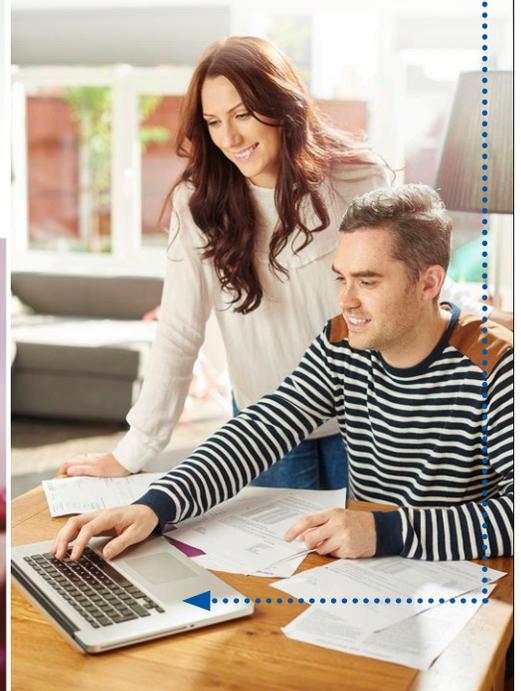
save up to \$30

Tired of sorting through bills and writing checks every month? Sign up for programs that simplify bill paying—and earn account credits too!

Auto Pay: Make easy monthly payments automatically through your checking account or with a credit card. We'll give you a \$20 account credit when you sign up.

Paperless Billing: Ask us to send your billing statements electronically. You'll reduce paper clutter and get a \$10 credit when you switch. No more misplaced bills!

For even more convenience, register your account on our website and view statements, request enrollment in programs and pay your bills right from your laptop or mobile phone.



win an espresso maker

Is life becoming a grind? Here's your chance to perk up by winning a **Breville Barista Express Espresso Machine**. You and your guests can enjoy a great cup of espresso—from bean to brew—in less than a minute. **Two winners will be chosen!**

Read this newsletter and answer the questions on the enclosed reply card, or go to PGagnon.com/contest to enter. All entries received by **6/29/20** with the correct answers will be entered into a drawing.

No purchase necessary. A purchase will not increase chance of winning. See enclosed card for details.





sustainability through renewable propane

The propane industry remains committed to offering cleaner propane—and so do we! One important initiative has been our support of the movement toward sustainability in the form of **renewable propane**.

Renewable propane is a byproduct of the renewable diesel process. Right now, engineers are perfecting methods of producing propane from renewable sources such as biomass, animal oils, vegetable oils and other triglycerides. (This is similar to the evolution taking place with heating oil through renewable **Bioheat® fuel**.)

Millions of gallons of renewable propane can be produced each year—and those numbers will continue to grow in the future. This new type of propane delivers all of the benefits of traditional propane, but it will generate even lower emissions levels while still remaining affordable and reliable.

We're excited about the promise of renewable propane in the years ahead, and we hope you will be too.

please post a review

Your feedback lets us know if we're meeting your expectations. If we're falling short, it helps us to improve. Posting a review on our Facebook page or on Google is also a good way to let others know that we offer great value and service. Here are some recent posts:

"The people at P. Gagnon have always been courteous and caring. They try to do their best to meet my needs. Their technicians are professional and caring, and they do a good job making sure the equipment is fixed to my satisfaction. You can tell customer satisfaction is very important to them."

—Darrell B.

"I've been doing business with P. Gagnon & Son for almost 20 years, and the service has been exceptional; always courteous on the phone, with the tech answering my questions during burner servicing; competitive pricing, and with great programs for saving money as well. I have no need to go anywhere else."

—Mark J.

increase your savings

Federal tax credits for new heating and cooling systems have been restored in 2020. You can also increase your savings with our special offers this spring. See enclosed flyer for details.



P Gagnon & Son, Inc
Your Comfort is Our Concern

215 Main Street
South Berwick, ME 03908



PRESORTED
STANDARD MAIL
US POSTAGE
PAID
DG3

snapshot

Many of you already know Debbie Marshall —

or at least recognize her voice. Debbie has been answering our phones and assisting customers for nearly 20 years. (She will celebrate her 20th anniversary with us in October.)

"I enjoy speaking with our customers," she says. "I answer every call with an upbeat attitude and let customers know we appreciate them. My job is made easier because I work for a family-owned company that cares about both customers and employees."

Away from work, Debbie pursues hobbies including quilting. She also enjoys family time with her five grown children and six grandchildren.



increase your savings this spring • earn \$30 in account credits