



# Hot Tips

winter 2020

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

## PERSONALLY SPEAKING

### 2020 vision

Dear Friends,

**As we all enjoy a new year and start a new decade,** you

can count on us to keep you comfortable all year round, and to help you find ways to minimize your home energy costs.

We are a dependable full-service company that has been tending the Seacoast community for more than a century. No one can match our track record! We're committed to competitive pricing, on-time deliveries, professional tune-ups, expert equipment installations and around-the-clock emergency heating service.

What's one reason for our longevity? We are always looking for ways to serve you better—like keeping up with the latest technology and safety practices and improving the way we operate.



Mark Gagnon

We invest in our employees, choosing them with care and putting time and effort into training our technicians so that you always have an expert when you need our help and advice. We're a local company, and our team is made up of local people. Our customer-service reps aren't in a call center—they know the neighborhood, so they can assist you better.

Our vision is to make a positive difference in your life, without your thinking about us too much. If you aren't thinking about us, it means we're doing our job right: without a lot of fanfare.

Thanks for trusting your comfort to us.

Warmly,

Mark Gagnon, President

## why a service plan?

**Sometimes, saving a few dollars can cost you a lot.**

Every season, we get calls from customers who gambled on past good luck, and didn't invest in a service plan. Then the blower motor on their furnace fails on an icy Saturday morning. Without a service plan, the cost of that repair can easily hit several hundred dollars.

For just a few dollars a month, our **Heating Oil Comfort Plan** covers parts and labor for nearly 70 repairs and includes an annual tune-up, which maintains efficiency and helps prevent breakdowns from happening in the first place. You also get priority emergency service, and **\$50 in Loyalty Credits** every year.

Our **Total Comfort Plan** covers 100 repairs, with no diagnostic fees and no charge for no-heat emergencies.

We offer similar plans for propane equipment, and also offer coverage for water heaters and aboveground oil storage tanks. Call us, return the reply card or contact us through our website for more information.



## Win a \$500 Visa Gift Card!

**Like to shop?** Here's your chance to win some bonus bucks!

Read this newsletter and answer the questions on the enclosed reply card to enter. You can also enter online at [PGagnon.com/contest](http://PGagnon.com/contest). All entries received by 5/18/20 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 for details.

# Snapshot



**As a family-run business,** we think the idea of having multiple members of the same family as employees makes sense. Operations Manager **Mark Leach**, along with his brother **Todd Leach**, a driver, and his son **Adam**, a driver and service technician, have all contributed to our success as a company.

But we're prouder that the Leaches are part of an even bigger family tradition. All three of them are members of the

community is exemplary, and we couldn't be prouder to have them on our team.

South Berwick Fire Department—along with seven other members of their extended family. All told, the 10 fathers, sons, brothers, uncles and nephews have given 159 years of service between them.

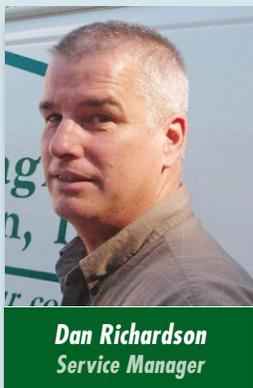
It all began with Mark, who joined the department 44 years ago, when he was 19. His family's commitment and service to our

## ask the expert

**Q:** We plan to head south for a few weeks this winter. Do I need to do anything other than lower the heat?

**A:** We strongly recommend installing a smart, programmable thermostat that you can control from wherever you are. You'll be able to see the temperature in your home and adjust it if you feel it is getting too cold. The temperature should never fall below 60°. Another option is to make sure a friend or neighbor checks your house on a regular basis. They can give us access if there is a problem.

Also, make sure you have someone who will plow your driveway and clear a path to your fill pipe so that we can make deliveries. Signing up for automatic deliveries is another good idea for reducing the risk of a fuel runout.



**Dan Richardson**  
Service Manager

**P**Gagnon  
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*Your Comfort is Our Concern*

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PRESORTED  
STANDARD MAIL  
US POSTAGE  
**PAID**  
DG3

## resolve to simplify this season — and earn credits!

### Is getting organized one of your New Year's resolutions?

We can help you stick to your goals by rewarding you with account credits!

Here are three ways for you to streamline your to-do list:

- 1. Switch to Auto Pay** — Make easy monthly payments automatically through your checking account or with a credit card—and earn a **\$20 account credit**.
- 2. Go paperless** — Get billing statements electronically and reduce paper clutter—and get a **\$10 credit!**
- 3. Take it online** — Register your account online and view statements, enroll in programs and pay your bills right from your laptop or mobile phone.



**We're here to serve you, day or night. How can we help? Please call us anytime.**