



Hot Tips

spring 2021

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

PERSONALLY SPEAKING

seeing some light after a dark year

Dear Friends,

As I write to you, we are marking the one-year anniversary of COVID-19 being declared a pandemic. Right after that, the widespread lockdowns of schools, workplaces and other gathering places began.

Even though we have no idea when the pandemic will be totally behind us, we can see some light ahead, thanks to the availability of vaccines.

Like many of you, our team has struggled to do our jobs with the public health crisis hovering over us. Add the uncertainty, periodic quarantines and sickness of staff, and it became a true test of our fortitude.



Mark Gagnon

Perhaps, for that reason, **I've never been prouder of our team.** They have managed to keep our customers warm and safe despite dealing with many personal challenges themselves. We've always had a do-whatever-it-takes culture here, and it has served us well through the pandemic.

Please feel free to contact us, either by phone or through our website, if we can help you in any way this spring.

Warmly,

Mark Gagnon, President

we appreciate your online reviews!

A big thank you to everyone who posted an online review about us on either Google, ReviewBuzz or our Facebook page.

To thank you for your kindness, we entered everyone who posted a review into a drawing to win **100 FREE gallons** of heating fuel. And the **winner is Jeffrey T.** Here's what he said:

"We are 100% pleased with the install of our heat pumps/mini-splits by P. Gagnon. Dana and crew did a fantastic job with caring thought to detail! I highly recommend area residents use them for this service. Of course, we have been pleased with our oil delivery and burner service from P. Gagnon for years."



a \$100 reward for you — and \$50 for your friend

If you have a friend or someone else who needs an honest and reliable fuel company, please send them our way.

Just send us their contact information we'll reach out to them. For every friend who becomes a P. Gagnon & Son automatic delivery customer, we'll **give you \$100 and your friend \$50** after their second delivery.*

Call us or contact us through our website to find out more.

*Conditions may apply.

WIN a NordicTrack Fitness Bike

Enjoy cycling workouts in the comfort of your home with this **NordicTrack Commercial S15i Studio Cycle**. Read this newsletter and answer the questions on the enclosed reply card, or go to PGagnon.com/contest to enter. All entries received by 6/29/21 with the correct answers will be entered into a drawing.



Stream live workouts hosted by iFit trainers — on local trails or across the globe — on your 14-inch HD Smart Touchscreen.

Value: \$1,599!

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

gain more control—and save money too

With so much uncertainty still surrounding us, having a little more predictability in your life—as well as some savings—is sure to make you smile. Please consider taking advantage of these convenient options.

- ▶ **Spread out your payments.** Enroll in **SimplePay**, which spreads out your fuel payments over as long as 14 months. The sooner you sign up, the lower your monthly payments will be.
- ▶ **Add a price cap.** The beauty of a cap is that it prevents your price from rising over a certain amount, but also allows you to pay less if market prices fall.
- ▶ **Make automatic payments.** For added convenience, we can charge your credit card for your monthly payment or you can authorize your bank to pay us directly through Electronic Funds Transfer (EFT). **Get a \$20 account credit when you enroll in Auto Pay!***

- ▶ **Paperless billing.** Ask us to start sending your billing statements electronically. Reduce paper clutter and end your worries about misplaced or late bills. **Get a \$20 account credit when you switch to paperless billing.***

*Valid for new enrollees only.



big fish swallowed by bigger fish

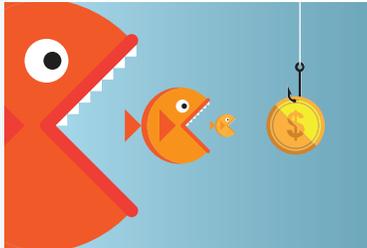
Over the years, we've told you how folks find themselves let down when a large out-of-state corporation swallows up their local heating fuel company.

Well, it's happened again—sort of. This time, a large out-of-state corporation purchased a large oil and propane company that operated 46 offices, some located in our service area.

Since that acquisition, we've had some former customers come back to us. Here's what one of them told us.

“They were **charging me more than a dollar higher per gallon than P. Gagnon's price.** I am so happy to be back as your customer again. Everyone has been so nice, helpful and knowledgeable. I really missed that.”

If you know someone who is unhappy with their fuel supplier and would like to find a company that always charges a fair price, please refer them to us. See article on page 1 about earning a \$100 reward.



P Gagnon & Son, Inc
Your Comfort is Our Concern

215 Main Street
South Berwick, ME 03908



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snapshot

Welcome to Sarah May, our newest customer service representative. She joined our team in December.

Sarah joined us with experience in customer service, so she soon hit the ground running by fielding customer requests for deliveries or equipment service.

While Sarah works out of our South Berwick office with other team members, our office remains closed to the public for safety reasons.

“**Everyone here has been so friendly, helpful and informative, which I truly appreciate,**” she says.

Off the job, Sarah enjoys family time with her husband and their five children, who range in age from 8 to 23. As the weather warms, you may see Sarah riding through the area on her Kawasaki motorcycle.

