



home comfort

from Pallett Heating and Cooling

fall 2011

PERSONALLY SPEAKING

meet our in-house experts

Dear Friends,

AS A PALLETT CUSTOMER, you have regular contact with our drivers and technicians—but you never get to meet the people behind the scenes, our hard-working in-house staff. I'd like to take this opportunity to introduce you.

Linda Colp (15 years with Pallett) is our accounts receivable expert and always the first person to answer the phone.

Tracey MacDonald (18 years) does accounts payable and all bookkeeping, Cynthia Kipper (11 years) is our service coordinator and handles new accounts, Vicki McConnell (15 years) is in credit and service billing, Gary Skinner (18 years) is

our dispatcher and delivery manager, and Jim Hodges (25 years) is our general manager.

Make no mistake, these folks in the office are just as important to your comfort as

our drivers and technicians. They keep everything running on schedule, they keep your account up to date and they are always here for you, ready to answer your questions or resolve any issues.

Here at headquarters or

out in the field, you can rely on each of our employees to take good care of you.

Warmly,

Stan Pallett



Pallett experts: Tracy MacDonald, Cindy Kipper, Garry Skinner, Jim Hodges, Vicki McConnell and Linda Colp

"tech tools" to serve you better

SOME COMPANIES ARE AFRAID of new technology. At Pallett we embrace it—to serve you more quickly and efficiently.

For example, GPS technology gets our technicians to you faster because we can dispatch the truck closest to your home. Our on-call technicians are equipped with laptops to access service information in the field and keep a log of their service visits.

Please check out our website, PallettHeatingandCooling.com, and next time you are on Facebook, find us and friend us. This way you can keep up with the very latest from Pallett, including our special offers.



heat stopped working? what you can do

IT'S ALWAYS FRUSTRATING when your heat stops working, but sometimes there's a simple solution. Our customer service representatives have received special training to help you troubleshoot common system problems, so when you call please be patient when they ask you some questions. If we can avoid sending a service technician, you'll avoid a charge for a service call.



what to do if you lose your heat

Here are some steps to take if your heat stops working:

- ✓ Make sure the system's power switch is set to "ON."
- ✓ Raise the thermostat setting to a level higher than the room's current temperature.
- ✓ Check for a tripped circuit breaker or blown fuse.
- ✓ Make sure the blower door on the furnace is tightly closed.

If you check all these things and still can't solve the problem, call us to schedule a service call. We'll get to you ASAP.





- Heating Oil
- Oil & Gas Heating Service
- Air Conditioning and Heat Pumps



PRSRT STD
U.S. POSTAGE
PAID
NORFOLK, VA
PERMIT NO. 365

3321 Bainbridge Boulevard, P.O. Box 5097, Chesapeake, VA 23324

Call us! 545-5569

Visit us! PallettHeatingandCooling.com

▶▶▶ **what to do if you lose your heat**

▶▶▶ **auto delivery means no worries**

“cut the fat” from your energy costs

BEING A HOME COMFORT CONSULTANT is a lot like being a personal trainer, but instead of helping you get in shape, we get your house in shape—for greater efficiency.

When Bob Giles of Virginia Beach told us he wanted to lower his utility bills, we went to his home and performed a complete comfort evaluation. It didn't take long for us to spot the problems. The attic was underinsulated, and the boiler and a/c system were older and inefficient.

Last May we added insulation to the attic, bringing it up to R-49, which meets U.S. Department of Energy guidelines. We then replaced Mr. Giles' boiler and water heater with a Burnham

Boiler V8H series. Finally, we installed a Maytag 16-SEER split central a/c unit with a 12-year parts warranty and 12-year dependability on the outside unit.



“Our electric bill has come down considerably—as much as 25%,” says Mr. Giles, who also reports that his water heating bill is lower. And although it is too early to tell, he is looking forward to significantly lower heating bills this winter.

could your home use a personal trainer?

Please call us. We have solutions that can “cut the fat” from your energy costs and save you money every month.

fuel deliveries — automatic is easier

DID YOU KNOW that 80% of our customers receive their fuel by automatic delivery? Auto delivery is designed to make your life easier.

First, you don't have to worry about watching your tank and calling us for fuel. Second, you never have to worry about running out of fuel and having your system restarted, which costs you extra.

And third, you can rest assured that your comfort will never be compromised by a run-out; your home will be safe from freezing pipes and other problems.

Don't worry—with auto delivery, you won't use any more oil! We make your deliveries based on your fuel use patterns and the weather—nothing else.

Tired of watching your tank? Don't want to risk running out? Call us today to learn more about automatic delivery.

thanks to our first responders



At left: Stan Sr.
Above: Ben, Stan Jr. and Clay Pallett

It's hard to believe that 10 years have passed since the 9/11 tragedy. As we pause to remember, it seems fitting that we give thanks to our first responders here in Virginia.

We are proud of the long tradition of service in the Pallett family. Stan Pallett Sr. (who passed away in 1985) was a firefighter. Stan Jr., president of our company, is a retired Norfolk firefighter. His oldest son Ben is also a Norfolk firefighter, and younger son Clay is a member of the Chesapeake Police Department.

Thank you to all of our friends, neighbors and family members who put their lives on the line to keep us safe every day.