



8 Delphine Street
Owego, NY 13827
607-687-1803

www.warmcomfort.com



News and Information for Our Valued Clients • Spring, 2008

Proper Maintenance is Important Schedule Your Annual Tune-Up Today!

It is very important to have regular maintenance on your heating and cooling equipment.

Just as a well running car can get the best gas mileage and keep you safe on the road, properly running furnaces will run more efficiently and keep you comfortable. One of the best ways to avoid problems with your heating and air conditioning systems is to prevent the problems before they even occur.

You can do this by scheduling regular cleaning maintenance for your heating and cooling systems. With Scott Smith & Son Heating and Air Conditioning service, you can rest assured that your furnace system is being taken care of by highly qualified technicians, keeping your system in the best condition for your year-round needs.

Remember that even the best heating and cooling equipment; if not maintained properly, can cause problems.

Having your Furnace and Air Conditioner serviced on a regular basis has many BENEFITS, including:

- Lengthens the life of the equipment by keeping it in good working condition.
- It maintains efficient operation when clean which saves you energy dollars.
- It will save you money by eliminating costs of needed repairs and reducing any major repair expenses.
- It assures you of service by experienced and qualified technicians from an established dealership that will be there when you need us.
- Regular service protects your warranty.

Take Note: Next Heating Season's Budget Programs Begin Soon!

Just a quick reminder that our budget/cap pricing programs for 2008-2009 heating season will be starting soon. If your family is not enrolled in one of these beneficial programs, please call our office at 687-1803 for more details.

Enrollment for our budget programs begins in July.

Stop Paper Statements. Help to Save A Tree!

Scott Smith & Son is pleased to announce that we now have the ability to e-mail your fuel invoices, service invoices, and monthly statements. Receiving your bill electronically will help conserve paper, minimize costs, as well as assure that you receive your invoices in a timely matter.

Please contact us today to confirm your email address, and stop receiving paper invoices! This service is available now at no additional cost.

Scott Smith & Son will never sell or rent your email address to a 3rd Party.



Congratulations to Kevin Rosenkrans

Latest Winner of Betty J. Smith Customer Service Award!

We would like to congratulate Kevin Rosenkrans; the latest winner of the Betty Jane Smith Memorial Award! As many of you know, this award is given in honor of Mrs. Betty Smith. Her undying legacy for outstanding client service is perpetuated by our team's focus on continual training. Kevin received this prestigious award after a vote from his peers. Kevin's outstanding teamwork and excellent client service have earned him this well deserved recognition.

Kevin has been a Scott Smith & Son employee since July 2005. He works in our Heating and Air Conditioning Service Department. He and his wife, Sherry live in Apalachin, where they

have raised their two daughters, Amber, and Brittany. Amber is a sophomore at Oneonta University, and Brittany is a sophomore at Owego Free Academy. Kevin and his family enjoy going camping together and "hanging out by the fire at Oneida Lake."

His Dad, Robert Rosenkrans passed away in May of last year. His Mom and Stepdad, Richard and Jean Fowler, live on Watkins Avenue in Apalachin. Kevin is the youngest of the Rosenkrans family's three children. He has an older brother, Bob and a sister, Karen Monell.

Kevin's favorite pastimes include golfing with "the boys" (especially on league

night), and going to New York Jets games at the Meadowlands. Kevin also dabbles in cooking. While he admits he's not quite a culinary expert, he stated, "most of the time it's edible."

Our staff at Scott Smith & Son extend our hearty congratulations to Kevin and thank him for his dedicated service and commitment to the standard of excellence instilled in our company by our beloved Betty J. Smith.



Do You Have a Trusty Fuel Card?

If you haven't signed up for our new Trusty Fuel Card, give us a call! The Trusty Fuel Card replaces our old Advantage Card, which many of you have used in prior years. Your Trusty Fuel Card comes with No Annual Fees, Net 15 day Invoicing, and you will have 24 hour access to our fuel pumps located at 8 Delphine Street in Owego.

If you currently use Scott Smith & Son, Inc. for your home/commercial heating needs, signing up is as easy as 1-2-3!

Simply call us at 607-687-1803 (or email us sales@warmcomfort.com). No credit check is necessary. Your new card(s) will be mailed out to you, generally within one business day, and will be available for use immediately upon receipt.

A Personal Identification Number (PIN) of your choice is assigned to the each card you order, assuring your protection in the event it is lost or stolen. If you choose to you can select the same (PIN) number or individual (PIN) numbers for family members or business associates.

Once per month you will receive a comprehensive invoice, itemizing each fuel transaction by user and/or vehicle. If requested, the average MPG your vehicle is obtaining can be displayed on your invoice as well.

If you currently do not use Scott Smith & Son, Inc. for your home/commercial heating needs, please stop by our offices to fill out our brief credit application.

Don't delay. Sign up for the convenience of a Trusty Fuel Card Today!



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