



Like Family

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

www.warmcomfort.com

The Comfort Zone

Merry Christmas &
Happy Holidays
From Our Family to Yours!

December 2011



Energy Saving Tips

With winter fast approaching, and energy costs rising, we at Scott Smith & Son wanted to pass on some energy-saving tips to our clients.

- Σ Clean warm-air registers, baseboard heaters, and radiators as needed; make sure they're not blocked by furniture, carpeting, or drapes
- Σ During the heating season, keep the draperies and shades on your south-facing windows open during the day to allow the sunlight to enter your home, and closed at night to reduce the chill you may feel from cold windows.
- Σ Insulate properly! Make sure that your walls & attic are properly insulated. Adding batts of fiber-glass insulation in your attic is one of the most cost effective savings measures, and one that you can do yourself!
- Σ Clean or replace your furnace's air filter once a month, or as needed.
- Σ Lower your thermostat! Lowering the thermostat by as little as 1 degree typically reduces your heating bill 1-3%.
- Σ Seal ducts properly! Leaks develop in all air ducts over time. Sealing these leaks in ducts can reduce heating costs by up to 20%!



What to do BEFORE Calling a Service Technician

Keeping a few things in mind before placing that service call can save your family time and money.

If your furnace will not turn on:

- Σ Be sure the emergency switch did not accidentally get turned off.
- Σ Check all fuses & circuit breakers.
- Σ Be sure the thermostat is set 5 degrees or more above room temperature.
- Σ If you have a boiler system, check to see if the water is at the proper level.
- Σ If you have a programmable thermostat, try replacing the batteries in it, and also make sure the clock is correct.
- Σ Push the "RESET button" on the burner (ONLY TRY THIS ONCE!)

** If there is BLACK smoke around the smoke pipe, or coming out of the chimney, this can be a sign that your furnace is not performing correctly; you should have someone service your unit as soon as possible.

\$\$ Financial Assistance is Available! \$\$

Scott Smith & Son would like to remind our clients about New York's Home Energy Assistance Program (HEAP). If you need help in paying for your home heating costs this season, we encourage you to apply. Benefits are granted based on income. Individuals may contact Tioga Opportunities at 687-41200, or Tioga County Department of Social Services at 687-8300 to apply.

Did you know you can pay your bill online? Go to warmcomfort.com, and click the "Online Payment" link!

Tips from Our Delivery Team

Simple steps you should take to ensure that your driver can deliver fuel when you need it:

- Σ Please keep your driveway clear: at least 8ft wide and salted or sanded if icy.
- Σ If you call for fuel, please give a 7-day notice (or when your tank is at ¼)
- Σ Mark your fill pipe with a painted stick if it can get buried in snow.
- Σ Keep tree and shrub branches trimmed. They can hit your driver's mirrors as our trucks are 10ft. high.
- Σ Your driver has to be able to reach your tank or fill pipe with the truck's fill hose (125ft. long or about 8 car lengths).
- Σ If your dog bites, please let your driver know!
- Σ If you don't use an auxiliary heat source, please let us put you on automatic delivery so that you don't run out of fuel!



Give the Gift of Coffee This Christmas Season!

Our sister company, Mister Koffee Service has cash & carry service available right here at 8 Delphine Street in Owego!

They are offering the Keurig B145 Single Cup Brewer for just \$129.95! This is a *commercial* grade brewer, and is built to last longer than the home brewer that can be purchased at retail stores.

Mister Koffee currently has over 40 different flavors of coffee, tea, and hot chocolate K-cups, and can be purchased for just \$13.50 each box. Each box contains between 22-24 cups!

Brew a hot, fresh cup of coffee every time in under 1 minute!

Stop in today for more information, or call their office directly at 607-687-8013.

Gift Certificates Available!



Holiday Mail for Heroes



With the holiday season here, it is time again to start thinking about the members of our U.S. military, veterans, and their families; many of whom will be far away from home this holiday season.

The American Red Cross has partnered with Pitney Bowes to collect and distribute holiday cards to American service members, veterans, and their families in the U.S. and around the world.

When sending out Christmas Cards this year, please take a few minutes, and send one to show your appreciation for the sacrifices the members of the U.S. Armed forces make to protect our freedoms.

Send all cards to:
Holiday Mail For Heroes
P.O. Box 5456
Capitol Heights, MD 20791-5456

**When you see a soldier in uniform,
please be sure to thank them!**



Switch to Email Billing!

Did you know that Scott Smith & Son offers electronic billing? Receiving your bill electronically will help conserve paper, minimize costs, and assure that you receive your invoices in a timely matter.

Please contact us today at 607-687-1803 to confirm your email address, and stop receiving paper invoices! For your convenience, you can also pay your bill online. Simply visit our website www.warmcomfort.com, and click on the "Online Payment" link.