



in touch with The Mack Services Group

Putting our energies to work for you.™

spring 2006

PERSONALLY SPEAKING

always working to keep you comfortable

Dear Friends,

Well, another winter is finally behind us and although it was milder than some winters past, our technicians worked hard to ensure that no one was without heat. And our drivers braved a couple of snowfalls and one blizzard to keep everyone's tanks filled.

Just ask Dolores Brown of East Fallowfield, who has had problems with her heating system at some inconvenient times, one in the middle of last winter's blizzard and another several years ago during the Christmas holidays.

I can always count on them

"When I have a problem, I know I can always count on The Mack Services Group to come right over," she says, "even on a holiday and even when there's two feet of snow on the ground."

We take our commitment to you seriously. Our goal is always to exceed your expectations, whether



we're installing a new heating or central air system, delivering your fuel, making a repair or just answering your questions.

giving you our best

Earning your trust is something we work on day in and day out by giving you our best—with *unbeatable service, unfailing courtesy and unsurpassed value.*

We will continue to use this newsletter to tell you about the broad range of services we offer and to share valuable information about pertinent energy issues and money-saving comfort technologies. Have a great spring.

Warmly,

David McCorry
President

P.S. Congratulations to Neil Crislip, winner of the Sony Playstation® Portable in our last newsletter contest.

SmartPay gives you peace of mind

One way we help customers cope with high fuel costs is **SmartPay**. Every year we shop early for fuel to obtain the best prices for the program. Next we put a cap on those rates and, based on your average fuel use, we estimate your costs for the coming heating season. Then we spread that total amount over 11 months so your heating oil bills will be more manageable.

Last year SmartPay customers saved as much as 11 cents a gallon on their oil price. More important, they had peace of mind because they knew that no matter how high market prices went, their price would not go above the cap.

This year's SmartPay program begins in August. If you are already a member, we will automatically re-enroll you. If you'd like to join, enroll early to make sure you get the lowest monthly payments. Look for our mailing in late spring for complete details and enrollment information.



fill'er up at more than 1,000 locations nationwide!

Your **Pacific Pride** gas card is more valuable than ever. With Pacific Pride gas stations springing up from coast to coast—more than 1,000 nationwide locations—it's easier than ever to fill up using your card when you're on the road.

Avoid lines and save time with your Pacific Pride gas card. Just fill up and go, 24 hours a day, 7 days a week.

As a Mack Services customer you can get cards for

your entire family. If you have children in college, you can manage their gasoline bills from hundreds of miles away. We'll just add the amount they spend using their cards to your monthly Pacific Pride bill.

Right now *for every name you add to your account, we will give you \$25 worth of gas!* If you don't have a Pacific Pride card or have lost yours, call us or send in the enclosed reply card. We'll replace your card right away.





THE MACK SERVICES GROUP

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www.MackServicesGroup.com

We accept:



Heating and Air Conditioning Sales and Installation • 24-Hour Emergency Service
Heating Oil • Water Heaters • Air Cleaners • Humidifiers

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PAID
DATA MANAGEMENT

★ SmartPay—for saving and peace of mind

★ keep cool for less

annual a/c maintenance makes sense

When air conditioning equipment breaks down, it almost always happens on one of the hottest days of the year. You call for service, but in the meantime while a technician is on the way, you're hot, sweaty and frustrated. And you may be wondering why you ever decided to pass on getting our central air service agreement!

Our a/c service agreement includes an annual tune-up, which is the easiest thing you can do to prevent problems—and breakdowns. Not only

that, regular tune-ups can lower your air conditioning bills by as much as 10%!

We've included copy of our central air service agreement with this newsletter. Please take a look at it and read the full list of benefits. Then call us or mail back the reply card to sign up.

Note: You can break up the cost of the agreement into monthly payments with our SmartPay plan.



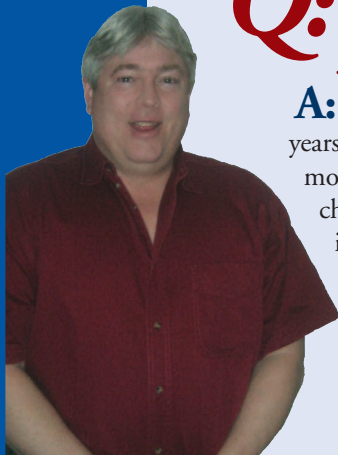
preventive maintenance keeps things running smoothly

ask the expert

Q: My air conditioning system is 13 years old and every summer I hold my breath wondering if it will make it through until fall. Should I consider replacing it?

A: If your central air system is more than 10 years old, it's probably costing you too much money, mostly for wasted energy. Plus, the chance of your old system breaking down increases every year. And a breakdown could mean expensive repairs, not to mention the inconvenience of not having your a/c to keep you cool until the system gets fixed.

Even if your equipment has never had a problem, it's probably no longer working as efficiently as it once did. That's another reason to conclude that you're paying too much on electricity for air conditioning. A new central air system can deliver comfort and peace of mind while saving you as much as 30% off your cooling bills.



Denny McKernan, our expert installation manager, will help you get the perfect cooling system for your home and your family's needs.

Q: I don't have central air now. Can the Mack Services Group install a system for me?

A: Yes. We can help you eliminate the annual hassle of wrestling with a/c window units, putting them in and then taking them out. By installing a state-of-the-art central air system for you, we can guarantee you much more comfort, even on the hottest summer days, and you'll enjoy that comfort in every room of your house. Whether your present heating system has ductwork or not, we can help you select a central air system that fits seamlessly into your home.

Q: I would love to invest in a new central air system, but I'm concerned about the cost. How can the Mack Services Group help me afford one?

A: There are several ways. First, we can help you secure 10-year, low-interest financing with a Keystone Home Energy Loan. You'll also be eligible for PECO utility rebates of up to \$500. Also, a federal income tax credit on energy-efficient products is available. See page 3 of this newsletter for more on this program.