

# in touch

with THE MACK SERVICES GROUP

fall 2007

## PERSONALLY SPEAKING

### we put our customers first

Dear Friends,

As we prepare for another winter, fluctuating oil prices continue to leave us wondering what's next.

Last year was a roller-coaster ride that no one expected. First, fuel prices fell and temperatures were unseasonably warm well into winter. But then, when a deep freeze finally arrived, the price of oil began rising again.

As I write to you, no one knows what prices will do next. With another winter approaching, prices could rise by as much as 30, 40 or even 50 cents a gallon. Or they could just as easily drop like a rock.

#### we're on your side

Price volatility is not the only thing you can count on. You can count on us.

As your heating company, we work hard to keep your trust. The one thing we always strive to provide, above all else, is your *peace of mind*.

For example, we help you keep winter fuel bills as low and as manageable as possible with **Smart Pay**. This program combines price cap protection with a monthly payment option. Providing price protection for our customers means we must take on a certain level of risk, but we believe it's well worth the effort because it helps to take the worry out of winter for you.

It's all part of our overriding mission to provide you with the best value for your hard-earned money.

We thank you for placing your trust in us, and look forward to serving you this heating season.

Warmly,



David McCorry  
President

### take a load off your mind

They say an elephant never forgets. People, on the other hand, do. In today's complex financial

environment, where we're often juggling mortgages, auto loans, utility bills and more, it's easy to forget a payment now and again.

That's why a growing number

of people depend on automatic payment programs to do the "remembering" for them. At the Mack Services Group, we offer our own automatic payment program, called **EZ Debit**.

With EZ Debit, your fuel payments are automatically charged to your credit card or deducted from your bank account—at *no extra cost*. You'll save stamps, checks and trips to the post office, and you won't ever have to worry about missing a payment.

To enroll, check the box on the enclosed reply card and send it back to us.



### new modern look... same great service

Over the past 75 years, we've incorporated the latest technology and innovations into our business, so we thought it was high time we polished up our image as well.

In short, we've modernized our look, complete with a snappy new logo. From now on, you'll see this new look on our trucks, uniforms, website and correspondence. Although the look is new, rest assured that our dedication to service and customer satisfaction will remain the same.



### log on for convenience

Keep checking out our website at **MackServicesGroup.com** for new improvements. We're working on adding interactive features that will allow you to view your account and make payments online.

- ✓ automatic payments  
make your life easier
- ✓ save hundreds of  
dollars on repairs

## save 30% or more on your heating bills

Installing a new heating system not only means eliminating the escalating repair costs that can occur with an aging system. You can also save by taking advantage of advances in boiler controls, such as the **Beckett HeatManager**.

The HeatManager will lower your fuel consumption by at least 10%—guaranteed. If you don't reduce your fuel consumption by a minimum of 10% in

the first year of operation, *you'll receive a refund of the full purchase price of the product.* We can install the HeatManager to your existing boiler.

As another option, you can purchase a **Columbia boiler** by Dec. 31, and we'll give you the HeatManager for **FREE**. A high-efficiency boiler that meets **Energy Star** standards can cut annual fuel bills by 30% or more. Currently, we are offering low-interest financing on Energy Star equipment, and

*monthly payments as low as \$75* on new heating systems. For more details, call us or mail back the enclosed reply card.

**get a FREE**  
**Beckett HeatManager**  
when you install a  
Columbia boiler by Dec. 31  
offer valued at \$450

## tune-ups and so much more

Having your heating system tuned up every year is one of the smartest things you can do, especially in this era of high energy prices. Annual tune-ups help save you money on heating bills and reduce the chance of a breakdown.

But did you know that for a few dollars more you can enroll in one of our new **service plans**? They include your annual tune-up, guarantee priority service and can save you hundreds of dollars on repairs. Also, if you lose heat, one of our service technicians will be at your home within four hours, weather permitting. That's our guarantee. If we don't meet it, *we'll give you a \$100 credit on your account.*

You can select from several coverage options, based on your individual needs. For full details, look for our service plan mailing some time in the next month.



## SNAPSHOT

Becoming a service technician seemed like a natural step for Jacob Bieleci to take.

"I've always liked working with my hands, so I attended Delaware County Community College to get certified to work on heating and air conditioning systems," says Jacob. "After that, I applied to Mack Services and they hired me on Feb. 16, which is my birthday."

Jacob says he has already learned a lot during his time on the job.

"I know if I ever run into a challenge, I can consult with another technician for help," he says. "We work together as a team. We're all focused on the same goal: making sure the equipment we service operates properly so our customers stay safe and warm."

Jacob says the bulk of his work has been inspecting and tuning up systems.

Away from work, Jacob stays in tune another way: he plays bass guitar and synthesizers. He writes and records music and performs in a band.

"I think we have an original sound, a mix of jazz, funk and electronic fusion," he says. "People seem to like us."



**Jacob Bieleci**  
service technician