

in touch

with THE MACK SERVICES GROUP

spring 2007

PERSONALLY SPEAKING

committed to your comfort and savings

Dear Friends,

When it comes to energy prices and the weather, we wish we had a crystal ball. Unfortunately, nobody does, and this past year was a wild ride that even many energy analysts didn't foresee.

A year ago, prices soared and many experts expected that to continue through the heating season. We were fortunate that prices never hit those extreme highs. This was due to the fact that we had a surprisingly mild start to the winter, plus there was no new global instability. In fact, we are happy to report that prices stayed more than 20 cents per gallon lower than the price cap we had set for customers who chose to have that protection last summer when we opened enrollment in the program.

we're on your side

What I really hope you understand is that we're not in this business to take advantage of you. The energy market remains very volatile, but we always do our best to offer you price stability year in and year out.

Although it was a very unusual year in terms of weather and market conditions, we still believe that price protection is a valuable option to consider and will continue to offer it to our customers. Please watch your mailbox this summer for your opportunity to enroll in our price protection program for next season.

service just for you

Please remember that when all is said and done, it is you, our

customers, who really matter to us. And we will do our best to help get you through these volatile times by offering programs and services designed to keep your heating bills under control.

In the meantime, I want to thank you for continuing to place your trust in us.

Warmly,



David McCorry
President

a customer for 75 years!

Congratulations to Terry McDonnell of Doyle & McDonnell, for winning our "oldest customer" contest. Doyle & McDonnell is a Berwyn landscaping company that's been in business since the 1930s and has used us for their homes and business since we opened our doors. We still supply heating oil and service, and have served four generations of Doyles and McDonnells over the past 75 years.



Win a wide-screen plasma TV!



Picture yourself in the comfort of your home, lying down with a bowl of popcorn, watching your favorite show on a wide-screen TV.

**Value:
\$1,799!**

Read this newsletter and answer the questions on the enclosed reply card. All entries received by 7/2/07 with the correct answers will be entered into a drawing for the TV.

Grand Prize: Panasonic 42-inch wide-screen TV, featuring the new Panasonic plasma panel, which can display 29 billion colors for an incredibly vivid picture!

No purchase necessary. A purchase will not improve chance of winning. See enclosed card for details.

- ✓ you could win a wide-screen plasma TV*
- ✓ save 30% on your utility bills

*No purchase necessary. A purchase will not improve chance of winning. See enclosed card for details.

ask the expert

Q: *We've recently had two additions to our household—a new baby and my mother-in-law, who suffers from asthma. I'm concerned that our old clunker of an air conditioning system won't make it through another hot summer. But with all our new expenses, how do we justify the cost of a new system?*

A: You're right to be concerned, especially with a new baby and a family member with respiratory problems. But the good news is that the savings you'll realize with a new, high-efficiency central air system—as much as 30%—will make the investment well worth the cost. In addition, a new system will remove up to 25% more humidity from your home and deliver a degree of comfort you probably haven't experienced in years. For a FREE comfort analysis, call us or mail back the enclosed card.



Denny McKernan, sales engineer



COMMUNITY CORNER

This past winter, The Mack Services Group worked with the **Citizens Fuel Assistance Program**, which helps low-income families in our area receive affordable fuel.

Because of the relatively mild winter, the program had a small surplus of heating oil. We immediately reached out by calling eligible families, and, as a result, many customers received 100 gallons of free fuel. Although it was a difficult season for fuel companies, we were happy we could "share the warmth."



SNAPSHOT

If you've ever called our Berwyn office, chances are you've talked with Ingrid Gladden, our customer service representative.

Ingrid, who has been with us since September, has been a great asset to our company. Aside from answering the phones, she helps customers get their questions answered and their problems solved.

"In this time of high heating costs, there are so many customers, especially seniors on fixed incomes, who simply can't afford to pay their fuel bills," says Ingrid. "I enjoy being able to put their minds at ease by directing them to government programs and other funding sources for helping them stay warm during the winter."

She enjoys working for a company like The Mack Services Group because it is customer oriented, and that makes her job easier. "The staff really goes out of their way to give our customers great personal service," she explains, "and that means I seldom have to deal with disgruntled customers."

In her spare time, Ingrid likes to spend time with her son Alonzo. She also enjoys traveling and golfing.



Ingrid Gladden
customer service representative