

# in touch

with THE MACK SERVICES GROUP

fall 2009

## PERSONALLY SPEAKING

### quality service you can trust

Dear Friends,

A smart approach to heating your home is to determine what will pay off most over the long term, not just in the short term.

For instance, the money you may save over the short term by choosing a dealer with the lowest fuel price can evaporate if you lose your heat and the dealer doesn't respond to your calls for help.

You could end up paying for damage caused by frozen water pipes or spending money on a motel because you couldn't get someone to fix your heat quickly.

That won't happen when you're a Mack Services Group customer. If you ever need emergency service,

**we're here to help you,  
24 hours a day, 7 days  
a week.**

As your energy savings partner, we can also **show you many ways to save money** by saving energy—such as

reducing your heating costs. One of the best ways is to install new heating equipment; another is to make sure your system, new or older, gets annual equipment maintenance. Or, you can join **Mack Advantage** (see "Ask the Expert" on this page).

When you need us, we'll be there for you. We have the **dedication and expertise** to make your home more comfortable—and save you money. Please let us know what we can do to help!

Warmly,



David McCorry  
President



## ask the expert

**Q:** *How can I save money on heating bills this winter?*

**A:** *You can achieve the most savings by replacing an outdated heating system and by making sure your current system is regularly maintained. You could also enroll in Mack Advantage, a program we've designed to keep your costs under control. Here are the benefits:*

**Easy payments.** We spread your winter fuel bills into **convenient monthly payments**. You can pay by check, credit card or electronic funds transfer.

**No run-out guarantee.** Automatic delivery means you never have to worry about running out because you forgot to order. In the rare event that a Mack Advantage customer runs out of oil, we'll make amends with \$50 of FREE oil.

**No more repair bills.** We cover you with our **Silver or Gold Heating Service Plan** at a discounted rate, which provides FREE repairs on nearly 100 parts. You get our comprehensive heating tune-up too, which can lower annual fuel use (and bills) by 10%.

**Fast service.** If you lose your heat, we guarantee we'll get to your home within four hours. If we don't, we'll give you a \$100 credit on your account. We're available **24 hours a day, 7 days a week!**

**\$500 in credits.** Every year that you remain a Mack Advantage customer, you'll earn **\$50 in Loyalty Credits**, up to \$500. You can apply these credits toward the purchase of new equipment from us.

**FREE gas card.** Mack Advantage customers get a complimentary Pacific Pride gas card.

*Please call us or return the enclosed reply card if you would like to enroll in Mack Advantage.*



Denny McKernan  
sales engineer



MackServicesGroup.com



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✓ discover the  
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✓ save up to \$1,500  
on a new  
heating system



### Heating System

If your system is more than 15 years old you can reduce fuel bills with a new heating system.

This can **reduce your annual fuel costs by as much as 30%**. Some of today's oil heating systems have the **Energy Star rating**, which means they have met strict energy efficiency guidelines.

Save up to  
**\$1,500**

on an  
**Energy Star heating system**  
or get

**interest-free financing**  
for 10 months. *Valid thru Des. 31*

### Programmable Thermostat

A programmable thermostat adjusts temperatures automatically. This can **reduce annual heating and cooling bills by as much as \$180!**



**FREE** programmable thermostat

when you install a new heating system.

**25% OFF** if you purchase just the thermostat.  
*Valid thru Des. 31*



### Whole-House Humidifier

Dry air inside your home causes static electricity, dry skin and dry eyes, and it can aggravate allergies. We can solve this problem by installing a whole-house humidifier.

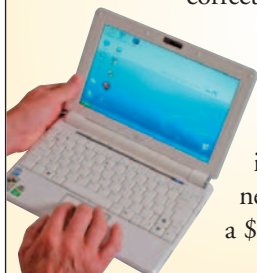
Save up to  
**25%** when you install a humidifier.

*Valid thru Des. 31*

## grand prize winner!

**Congratulations to Caroline Beidenam** of Glenmore, a lucky winner of our "Win a Mini-Laptop" contest in the spring newsletter. Caroline's entry, which had the correct answers to the contest

questions, was selected at random from the many entries that poured in. Caroline is now enjoying her new mini-laptop, a \$400 value.



## help with your heating bills

**If at any time** you have trouble making your fuel payments, please let us know and we'll work out a solution. There are also a number of energy assistance programs in Pennsylvania that help eligible residents pay for heating fuel and other utilities.

The **Low Income Home Energy Assistance Program (LIHEAP)** helps with heating bills for both homeowners and renters, and assistance also includes weatherization, utility discounts, and for homeowners, emergency furnace repairs.

To find out if you're eligible for assistance, contact "Stay Warm PA" at 866-550-4355 or go to [StayWarmPA.com](http://StayWarmPA.com).

