

in touch

with THE MACK SERVICES GROUP

winter 2009

PERSONALLY SPEAKING

we'll always keep you safe and warm

Dear Friends,

As we all struggle to navigate these difficult economic times, be careful of chasing the "deal" of the moment. Prices will go up and down, and discounts come and go. But the reliability and commitment of your oil dealer should never waver.

You will benefit by continuing to do business with us because we have some terrific ways to help you significantly cut

your energy bills while increasing your home comfort, including equipment upgrades and service plans. If you let us, we can be your energy savings partner.

To help you keep up your conservation efforts and save money, take the Energy Savers Test in this newsletter, and then call

us for advice or assistance.

And remember, when it's cold this winter, you're going to want someone with an ample supply of fuel to help you stay warm, and to get to your house fast if your heater breaks down. Many oil dealers just can't deliver on these basic principles of good service.

Complete customer satisfaction has been the cornerstone of our company since our founding in 1931. That was also a time when many people were struggling under tough economic conditions.

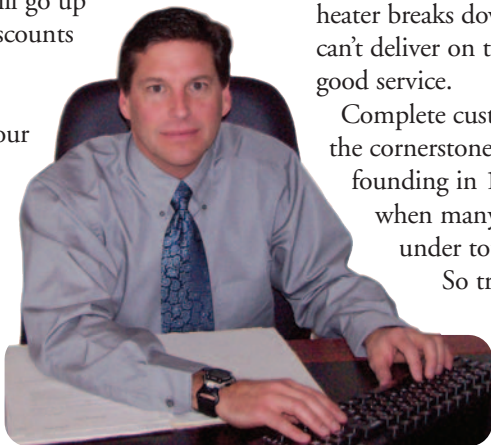
So trust us to be here for you, give you good advice and do things the "right" way. And count on us to keep you warm and worry-free this

winter, and for years to come.

Warmly,



David McCorry
President



service plans save \$\$\$

Regular maintenance is a great way to protect your wallet because it keeps your comfort systems running efficiently, conserves fuel and lowers your risk of breakdowns. That's why we encourage you to sign up for one of our service plans.

Our service plans cover the cost of annual tune-ups, which restore your system to peak condition.

A service plan also guarantees you priority service if your equipment breaks down. Plus, it covers the cost of many repairs, including parts and labor, which could save you hundreds of dollars.

Here's a perfect example. It would cost about \$340 for us to come to your home and replace a blower motor. But when you're covered by a Silver or Gold Service Plan, your cost would be \$0!

Call us today to learn more.



introducing paperless billing

As part of our commitment to go green, we have introduced paperless billing as an option for our customers.

Just visit us online at MackServicesGroup.com and click on "My Mack Account." Once you have created an online account and enroll in paperless billing, all your statements are always available 24/7 in your online account. You will receive email notification when a new invoice is posted.

Our payment options include credit cards and **EZ Debit**, which authorizes your bank to pay us directly. It will not cost you extra to make payments this way.

If you would like to know more about our online payment options, please call us or send an email to customerservice@MackServiceGroup.com.



✓ get a **FREE** humidifier or air cleaner

✓ make easy payments online

permanently cut your heating bills

Upgrading to new oil heating equipment can reduce your fuel consumption—and your heating bills—by 30% or more. With that kind of savings, your new system can pay for itself over time. That's a great investment!

We know it's not easy committing thousands of dollars to home improvements, especially in these uncertain times. That's why we offer interest-free financing for new equipment installations for qualified customers.



Install a
NEW HEATING SYSTEM
by March 31
and get a **FREE**
HUMIDIFIER or
AIR CLEANER.
Call for details.

You may also be eligible for a federal tax credit on energy-efficient improvements. (See the article on page 3 for details.)

As an extra incentive, when you purchase a qualifying heating system by March 31, 2009 *you'll receive an Aprilaire humidifier or air cleaner for FREE, and we'll install it at no charge.* The quality

indoor air products we install will make your indoor air healthier and also improve the performance of your comfort systems.

If you don't need a new system and would just like to install a humidifier or air cleaner, **we'll take \$50 off the regular price.**


For a no-obligation estimate on new heating equipment or for further information about our line of indoor air quality products, give us a call today.


need help paying your bill?


If you're worried about paying your heating bills, you're not alone. Many people are struggling just like you. But help is available, including heating assistance grants and crisis funds.

Here are a few organizations you can contact for more information.



 **Low Income Heating Energy Assistance Program (LIHEAP).** Call toll-free at **866-857-7095**. You can also learn more and enroll online by visiting compass.state.pa.us.

 **Citizens Energy** has an oil heat program that provides heating assistance to eligible households. Find out more by visiting CitizensEnergy.com.

 Visit StayWarmPA.com for a list of local agencies that coordinate heating assistance programs.

If you're having trouble keeping up with your payments, please let us know. We're here to help.

trouble-free deliveries

A fuel delivery shouldn't take more than about 10 minutes or so—unless there's something obstructing your oil tank's fill pipe.

That's why our drivers appreciate it when you make sure that shrubbery and debris are not blocking access to your tank. It's always a big help when you shovel a path to your fill pipe.

Your efforts make it easier for your Mack Services driver to reach your tank fast and get it filled with fuel.

