

COMFORT CONNECTION

Rest Assured

Winter 2011

Meet your Peace Dale and Middletown Customer Service Teams

Since 1919, service excellence has been the hallmark of Buckley Heating & Cooling's success.

Excellence in service — it all begins beyond the front door of Buckley's Peace Dale and Middletown locations, where our customer service reps respond to hundreds of calls daily and welcome visitors who stop by for service and advice.

Led by Manager Adam McNeil, this team of professionals — Carol Bard, Dave Loewenstein, and Lauren Norcross, in Peace Dale, and Lisa Ribera and Terry Delaney, in Middletown — are driven by a dedication to customers. "Each has a unique background — catering, national sales, printing and graphics, and the grocery industry — yet all share a commitment to meeting customer needs, exceeding expectations, and delivering results in a timely, efficient manner," notes Adam.

For this customer service team, each day brings opportunities to assist with service and deliveries and to provide customers support, guidance, and assurance that their needs will be met.

That means everything from welcoming customer questions and suggestions and encouraging use of Buckley's Web site to taking advantage of Buckley's special promotions, budget billing, and service contracts.

It's clear that each day brings satisfaction to Buckley's customer service team, particularly when customers call with praise, or have been helped in a difficult situation or with an emergency. "There is no better feeling than to get a call from a customer telling us how thankful they are for our help," notes Adam.

BHC's Peace Dale Customer Service team, left to right, Dave, Lauren, Carol, Adam.



FEDERAL TAX CREDITS EXTENDED THROUGH 2011

Although not as generous as last year's tax credits, the Federal government has extended the Federal Tax Credit program on the purchase of energy-efficient central A/C systems, furnaces and boilers, and heat pumps. Call our sales department for details.

MANAGER'S PICKS

Burnham MPO oil-fired system, a *Consumers Digest* "Best Buy," with 87% AFUE.

Burnham Alpine natural-gas-or-propane-fired system, provides peak performance for hydronic and radiant heating, with 95% AFUE.

www.energyexpertsnj.com

An interactive website that answers questions for homeowners and includes conservation tips, a Kids Corner, info about government programs and rebates, and more.

MEET US AT THE SOUTHERN RHODE ISLAND HOME SHOW

Ryan Center, Kingston, RI

Saturday, March 5, 10 to 8

Sunday, March 6, 10 to 5

Stop by our Peace Dale or Middletown offices for your FREE ticket!

Save 10% on equipment purchases by making an appointment at Home Show.

Explore energy-efficient comfort products.

Discover new ways to enhance your indoor/outdoor living spaces.

Visit our booth and be eligible to WIN a King Kooker Jambalaya Pot—a \$70 value!

SAVE MONEY, AVOID FUEL RUNOUTS

Attention “Will Call” Customers!

If your account is on a “will call” delivery schedule, please keep an eye on your propane or oil tank levels to avoid off-route delivery fees and charges for a PSI test (required before filling an empty propane tank) or to prime and start an empty oil tank.

Not sure how to check your tank level?

Propane tanks have a gauge at the top that looks like a compass. The gauge measures percentages: 100-gal tank: 0-80; 500-gal tank: 0-400; 1000-gal tank: 0-800. Request a delivery when your gauge reads 20%.

Oil tanks have a site glass (looks like an upside down test tube) on the top that reads from E to Full. Request a delivery when your tank is ¼ full.

Please request a delivery 24 to 48 hours before your area’s scheduled delivery date (go to www.buckleyhc.com for delivery schedule). Also, please keep in mind the 100-gallon minimum delivery requirement for oil; 50 gallons, for propane.

IMPROVE THE AIR QUALITY IN YOUR HOME

With homes sealed tight during the winter months, improving indoor air quality is a must. Trane’s CleanEffects and American Standard’s AccuClean™ Whole-Home Air Filtration systems will get the job done, removing airborne particles and allergens so you can breathe easier and feel your best. Both options are extremely effective.

Call one of our Comfort Specialists for details.



Buckley Heating & Cooling Service Technician Jaie Falcone installs a new heating zone at the home of 10-year-old Adam Aref. Buckley Heating and Cooling was proud to be a sponsor of Dennis Moffitt Painting’s 2010 Thanksgiving Home Makeover Project.

Photo courtesy of Seth Jacobsen

WINTER REMINDERS

Safety Tips

Carefully clean snow and ice from propane tank regulators, regulator vents, piping, tubing and valves, as well as from your tank and the area around it.

Simplify Your Life!

Go to www.buckleyhc.com and click “Pay Online” or go to “Click Here to Schedule a Delivery.” Buckley makes it easy for customers to maximize indoor comfort!

Delivery Alert!

During the winter season, we ask that customers please have driveways and paths to oil and propane tanks clear so our drivers can complete deliveries.

Attention Landlords!

Please make sure your tenants know to contact us to set up an account. Also, please notify us when a tenant moves out so we can resume fuel deliveries and service to your property.

REWARDS FOR BUCKLEY CUSTOMERS

- ✓ Loyalty Points – earn one point for every gallon of fuel you purchase and use toward service or new equipment.
- ✓ Credit for Referrals - refer a friend who opens an automatic oil or propane delivery account and receive a \$50 credit toward your next bill.

Committed to making a difference by providing residential and commercial customers comfort solutions, quality workmanship and superior customer service - exceeding their expectations for value and peace of mind.

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