

ckSmith SUPERIOR

— A TOTAL ENERGY COMPANY —

www.ckSmithSuperior.com

508-753-1475 • 508-865-1972

Fall - Winter 2014

From Our Family To Yours

A MESSAGE FROM THE GENERAL MANAGER



Fall is upon us and we hope you enjoyed your summer. While we also tried our best to embrace this summer's beautiful weather, we have spent the majority of our summer preparing to improve your customer service experience. We have spent many hours devoted toward employee training, which

included ride alongs pairing our customer service team with our knowledgeable service technicians. The purpose was for our customer service team to become more familiar with the equipment that is presently in your homes so they can be better prepared to answer your inquiries more effectively.

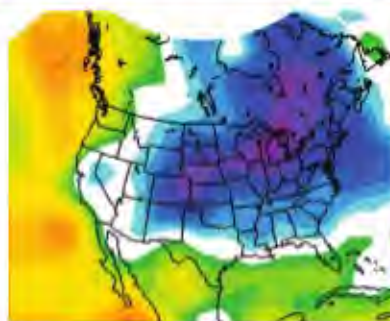
We also spent significant time on propane training, which included obtaining the industry's flagship curriculum in workforce training known

as Certified Employee Training Program (CETP) for many of our staff. CETP is required in 8 states nationwide, though not yet a requirement for Massachusetts and helps provide the knowledge needed for the safe handling of propane. Your family's safety as well as our staff's is of the utmost importance to us, though CETP is not a MA requirement we prefer to be as informed as possible when it comes to the physical properties of propane, production, distribution, and State Code.

In our continuous effort to provide the best in home comfort service we have introduced another social media site, Google Plus, to allow us to obtain feedback which will help us determine what we are doing right and the areas we need to improve. Please take a few minutes to read more about our summer activities in detail. You can also find our Rate the Recipe, some valuable safety and money saving tips, as well as a coupon to be used for equipment installation of a boiler, furnace or Honeywell Generator.

— Anthony Santoro Jr.

El Nino 2014-2015



El Niño or the warming of a band of Pacific ocean water that can have significant effects on global weather patterns has been predicted to happen this year. Since 2000 there have been El Niño's in 2002, 2004,

2006, and 2009, with 2014 suppose to be one of the strongest occurrences of an El Niño in recent history. Until one of the latest reports, El Niño's are predicted with what percentage chance there is and how strong it will be if it does happen. Most recent reports call for a 60-65% of a weak El Niño happening late in the year. A weak El Niño for New Englanders means another cold and snowy winter similar to last year's Winter.

Our Cable TV Ad



Starting back in July ckSmithSuperior began a TV advertising campaign! If you haven't seen it yet, keep a lookout when you're watching History, ESPN, FOX News, HGTV, NESN, NECN, MSNBC, SyFy, TV Land, Golf Channel, CNN, NBC Sports, and for our weather crawl on the weather Channel.

GOOGLE PLUS



Google Plus is a popular social networking site similar to Facebook and Twitter, it is the second most popular social media site and owned and operated by Google. You can find ckSmithSuperior on Google+. We update the page on a weekly basis usually with posts from our blog. These are helpful posts that discuss questions that our customer service team receive, a recent post of ours highlighted how to identify the difference between a boiler and furnace.

Google+ is also a great place to find reviews for restaurants, businesses, and other services. We would greatly appreciate if you would take a moment to leave us a review about your experience with us!

GENERATORS

No matter what the weather is like outside there is always a chance that the power may go out, from an ice storm, high winds, thunderstorms, Nor'Easters, or power station failures. These may happen once a year or so but in the past couple of years we have had several storms that have left many New Englanders without power for several days or weeks.

In the Winter time this can lead to very large expenses when pipes freeze and food spoils. There isn't much you can do to keep your pipes from freezing when the temperature stays around zero.

The best way to keep your food fresh, the lights on, and your comfort relatively the same during severe weather conditions is to get a standby generator from Honeywell. The Honeywell generators offer exceptional quality and peace of mind. Mobile Link allows you to check the status of your generator from any internet enabled device. Mobile Link can also send us an alert when there is a problem with the generator, reducing downtime.



PROPANE TRAINING

Over the course of this Spring/Summer season, we have sent 13 employees to CETP training. While it is not required by the State of Massachusetts to have this certification, we believe wholeheartedly in training and being prepared for all possible scenarios. In these classes, we learn the scientific properties of propane, the proper ways to safely handle the product, and most importantly, what to do in case of an emergency. Though our goal is to have zero incidents each year, we also want to make sure our staff is comfortable and can react appropriately should the need arise.



GENERATOR TRAINING



Over this same time period, we also sent 5 technicians to Generator service and repair classes. We listened to our customer's needs and decided to enter into the Standby Generator business. Although the class is not a prerequisite to sell or install Generators, we feel that to best serve our customers we should be able to service the equipment we install. During the training, we learned how to troubleshoot all of the possible problems that a generator could incur as well as how to perform annual maintenance. We at ckSmithSuperior take pride in our service reputation, that is why we will provide our team members with the most training and support in the industry.

RATE THE RECIPE

BUTTERNUT SQUASH PUMPKIN SOUP

1 Onion, chopped
3 Carrots, chopped
2 Medium Turnips, chopped
1 Idaho Potato, chopped
8 cups Butternut Squash or Pumpkin, peeled & chopped
1 cup White Wine
1 shot Cognac or Scotch
1 Baguette
Few tablespoons of Butter
1/2 cup cream
Vegetable or Chicken Stock

In a large pot saute onions and carrots in olive oil over medium heat for 5 minutes. Deglaze with white wine. Cook down the liquid until it is almost gone. Add turnips, potato, squash or pumpkin. Cover with the stock. Bring to a boil with the cover tilted.

Dice the baguette without crust. Toast in a pan with a few tablespoons of butter. Throw half of the baguette into the soup and cook for 1-hour. Season the other half of the diced toasted



baguette with salt and pepper and use as a garnish.

After 1-hour puree the soup, add 1 shot of Cognac or Scotch and 1/2 Cup of cream.

Season to taste.

This recipe was submitted by Ms. Aimee Kreitzer.

Our recipe section has become a big hit with our customers. Why not take a moment and submit yours. If selected, we'll publish it in one of our upcoming newsletters.

BON APPETITE!

WIN A FREE LG 47" LED HDTV



We value your feedback. To be entered into our contest to win an LG 47 inch 1080p 120Hz LED HDTV. Please write us or email info@cksmithsuperior.com and share your most recent customer service experience with us. Please use LED TV as the subject line.

To qualify, all entries must be received by December 15, 2014.

We look forward to receiving your entry.

GOOD LUCK!

Winner will be chosen and posted on our website:

www.cksmithsuperior.com



Avoid Frozen Pipes in Cold Winter Months

Prepare now & avoid frozen pipes during the cold winter months!

We know that last winter was cold, long, and snow filled. This made keeping the heat on at a comfortable level difficult, many of you may have kept the temperature down and bundled up to stay warm. While this is a great way to save a bit of money on your energy bill, it is also a great way to freeze your pipes and spend a great deal more on costly repairs.

How can you avoid frozen pipes while keeping the thermostat a bit lower than normal? Pipes can freeze even when the thermostat is set to 60 degrees on extremely cold nights like the sub zero nights we had in January. Listed below are some tips for interior and exterior pipes.

For exterior pipes:

Garden hoses should be unscrewed from the source piping. A frozen garden hose can cause damage to piping inside of the home. An exterior pipe and hoses from a pool to pumps should be unscrewed and drained.

You should consider closing off the flow of water to exterior spigots as another measure to prevent exterior pipes from freezing and bursting due to leftover water.

Problem pipes inside the home:

Pipes that are in the attic or a crawl space, along with pipes that are in poorly insulated exterior walls are most at risk of freezing and bursting. Pipes in the basement are exposed but have a very low risk of freezing because the heating system is located in the basement.

Insulating the piping or using thermostatically triggered heating tape will help to keep your pipes warm. Spending a little more on these

will help to prevent against a much larger cost in replacing your piping and fixing water damage. While most modern homes are insulated extremely well, older homes have weaker insulation on the exterior walls where pipes can run from the basement and lower floors to 2nd or 3rd floors. To help reduce your overall heating bills it might be worthwhile to have exterior walls looked at for new insulation. This will also prevent any pipes in these walls from freezing.

How to keep the pipes from freezing:

During low temperature days your pipes are hit constantly with dropping temperatures, it is most critical to resist the urge to lower your thermostat to prevent frozen pipes. This will keep the air in your home and the air around your pipes warmer. The average frozen pipe repair can range from \$1000 or more.

What to do if your pipes freeze:

Call us! We have plumbers available to meet your needs should you have any issues with your pipes this winter season.



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REFER A FRIEND

To receive your referral reward, please complete the form below and return by mail or contact us at 508-753-1475.

Your Name _____ Account # _____

Address _____

City _____ State _____ Zip _____

Primary Phone # _____ Alternate Phone # _____

E-mail Address _____

Friend's Name _____

Friend's Address _____

Friend's Phone # _____ Alternate Phone # _____

Friend's E-mail Address _____



Save Money, Save Energy



Please use our Big Discount Coupon below for the installation of any Armstrong Air Furnace, Weil-McLain Boiler, Honeywell Generator or White Mountain Hearth Gas Insert. Remember to inquire about possible Mass Save rebates available to you.



BIG DISCOUNT COUPON* **at ckSmithSUPERIOR**

- \$100 OFF Any Armstrong Air Furnace**
- \$150 OFF Any White Mountain Hearth Gas Fireplace Insert**
- \$200 OFF Any Weil-McLain Boiler or Honeywell Generator**

*Limit 1 Coupon per Customer. Expires 12/31/2014. All Offers Are Valid With Installation Only. Can Not Be Used in Conjunction or Combined With Any Other Offer.



— A TOTAL ENERGY COMPANY —

99 Crescent Street • Worcester, MA 01605

FALL & WINTER OFFICE HOURS

Oct 27, 2014 thru Apr 26, 2015

M – F	8:00 am – 5:00 pm
Sat	8:00 am – 12:00 pm

Apr 27, 2015 thru May 24, 2015

M – F	8:00 am – 5:00 pm
Sat	Closed

May 25, 2015 thru Sep 6, 2015

M – F	8:00 am – 4:30 pm
Sat	Closed

Our Oxford Office is closed on Saturdays throughout the year. We're available for Emergency Service 24/7/365

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ALONG WITH ENERGY SAVING TIPS
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