

# Comforting News

Fall 2016

## Family Business Group Honors Laura Bicknell-Carbone



The New England Family Business Conference recently honored Alvin Hollis Inc. executive Laura Bicknell-Carbone as an Outstanding Woman of Family Business in the region.

During its annual event held at the Omni Parker House, in Boston, the Conference bestowed the honor on Laura, who is our sales and marketing manager and represents the fifth generation of family leadership at Alvin Hollis, which was founded in 1871.

The Outstanding Woman of Family Business award recognizes family business professionals who demonstrate outstanding leadership in both their business and their local communities, and who epitomize the dedication and spirit needed to make a family business successful.

We asked Laura to answer some questions about her work.

### ***How long have you been with Alvin Hollis? What was your first role with the company?***

I started working during the summer of 1984 in the office as a summer intern typist, back when we had typewriters and carbon paper.

### ***Please talk about the customer service traditions that Alvin Hollis has refined over five generations.***

We have always been here for our customers, and we always will be. Whether it is delivering oil on the back of a snowmobile during the Blizzard of '78 or fielding phone calls through a single cell phone because all other lines had been cut off in a severe snowstorm, we go the extra mile to ensure our customers are protected.

### ***Please talk about some of the lesser-known benefits that customers can get from working with Alvin Hollis.***

With the depth of our company, customers gain peace of mind knowing we are always here for them. Emergencies don't know the difference between day or night, holidays or weekends. Servicing heating and air conditioning systems, providing plumbing repairs and installing new equipment is something we are ready to do 24 hours a day.

### ***Please talk about a product that you heartily recommend for your customers.***

Our cleaner oil product, Sulfur Free Bioheat® Fuel, is a game changer. It not only reduces oil consumption but also cuts down on service issues as well as providing fewer emissions up the chimney. Already mandated in the City of New York as well as the State of New Jersey, this is the oil of the future.

### ***Please talk about your work with the South Shore Chamber of Commerce and the importance of businesspeople supporting the local economy.***

Working with both the Shore Shore Chamber as well as the South Shore Hospital, I believe in contributing to the community that supports Alvin Hollis. It is a cohesive relationship that can only get stronger with time.

Laura enjoys working in a friendly environment where everyone is working together to help customers stay comfortable and safe and respect the environment.



# Be Prepared.

## Five Steps to Get Your Heating System Ready for Winter

Winter is coming. Even if you are not a fan of the *Game of Thrones* series, that statement may be enough to strike terror into your heart. But with foresight and preparation, you should have nothing to fear from the coming cold season. Especially if you take the time now to prepare your home's heating system so that it will work properly and efficiently when you need it most. Here are five steps to take to make sure you'll be cozy and warm when temperatures drop.



- 1. Schedule a pre-season system tune-up.** A professional tune-up by one of Alvin Hollis' expert heating technicians is the best way to ensure your home heating system is ready for winter. We cover an extensive checklist that includes changing the air filter, checking the thermostat and vents, lubricating moving parts, tightening electrical connections and checking air ducts for leaks.
- 2. Change your air filter.** Many of the heating system tune-ups we perform include the relatively simple steps of changing the heating system's air filter and oil filter. Dirty filters can cause your system to work harder and could even cause a system shutdown requiring an emergency service call. For boiler-equipped homes we clean out dust and dirt, check the damper and exhaust fan for proper function, inspect the firebox and heat exchanger, and drain sediment from the boiler.
- 3. Clear outside exhaust vents and chimneys.** While the weather is still favorable you should make sure chimneys and vents are not blocked. This is one of the first things we do when performing pre-season maintenance for our customers, as a blocked chimney or vent can cause dangerous carbon monoxide to back up into your home.
- 4. Lower your thermostat.** Turning the room temperature down just a couple of degrees during cold weather can relieve some of the pressure on your heating system. If you have a multiple zone system, turn down the thermostats in rooms that are seldom used. Another option is installing a Mitsubishi ductless heating and cooling unit in the rooms you use most frequently, which gives you more control over which areas you want to keep warm while reducing oil or gas use.
- 5. Close vents in unused rooms.** Many heating systems include vents in areas like attics, basements and crawl spaces that are seldom used. Closing these vents will help keep warm air circulating where you need it most. Just be sure to keep heating vents open in areas where exposed pipes are located, to help prevent freezing.

**You can schedule a tune-up by calling us at (781) 335-2100.**

**The best time to get this work done is right now, before temperatures fall any further.**

## System 2000: Great Savings and Endless Hot Showers



One of the great benefits of working with the experienced team at Alvin Hollis is our extensive knowledge of heating systems. You deserve the best value on any equipment you choose, so we install brands that we trust.

One product we are proud to install is the System 2000 from Energy Kinetics. This innovative system combines a boiler and a hot water tank in a unique way that provides tremendous benefits:

- ✓ 40 percent reduction in fuel costs
- ✓ Virtually endless hot showers
- ✓ Whisper quiet operation
- ✓ Proven track record of reliability and straightforward service.

System 2000 saves energy in ways that other systems do not. It heats up quickly, which saves energy whenever the home needs heat or a shower is turned on. And then as it prepares to shut off, it transfers any excess heat to the hot water tank, which puts your heat energy to good use every day of the year and reduces waste.

What's more, Energy Kinetics makes the System 2000 in Lebanon, NJ.



When it is time for your next boiler, please ask about the System 2000. It's a highly reliable appliance that will reduce your household expenses every month.

# The Benefits of Sulfur-Free Bioheat® Fuel for You and the Environment



Did you know that Alvin Hollis is one of the only companies in the country that offers clean burning, energy efficient Sulfur-Free Bioheat® fuel?

Sulfur-Free Bioheat® is an ultra-clean heating oil blended with biodegradable, organic materials that burn in your furnace or boiler at a far cleaner level than traditional fuel oil. Though this clean burn offers the same satisfying heat as regular oil, it also provides a number of benefits that traditional oil cannot match, including:

- \* Higher heating system efficiency
- \* Less stress on your heating system, leading to less maintenance and a longer lifespan
- \* Odorless!

With higher efficiency and an extended heating system lifespan, Sulfur-Free Bioheat® could save you thousands of dollars through the years. And best of all? No modification to your heating system is needed. When you use Sulfur-Free

Bioheat® Fuel, you'll still receive our free oil spill insurance. And with less wear on your system, Alvin Hollis can charge less for your annual service plan.

**Environmental Impact:** When you make the switch to Sulfur-Free Bioheat® in your home, the planet benefits, too, thanks to an 80 percent reduction in particulates emissions and a 20 percent reduction in nitrogen oxide emissions. And Sulfur-Free Bioheat® Fuel is even patriotic! It is made domestically from agricultural or recycled resources, reducing America's dependence on foreign oil and creating jobs here at home.

**Make the Switch:** Many Alvin Hollis customers have already made the switch to Sulfur-Free Bioheat® to warm their homes, reducing their impact on the environment and saving money in the process. It is a simple process, requiring no change in equipment! Call Alvin Hollis at (781) 335-2100 or visit [alvinhollis.com](http://alvinhollis.com) to schedule an appointment to discuss Bioheat® for your home!



## We'd Like You to Refer a Friend to Alvin Hollis

Have you had a great experience in working with Alvin Hollis?

Hopefully we've done a good enough job that you would recommend us to a neighbor, friend or family member. Our business is built on recommendations and referrals from customers like you. Nothing carries more weight than a referral from a trusted source like a neighbor or friend. Even a brother-in-law!

That's why we are asking for your help in bringing our high quality products and exceptional customer service to other homeowners across the region. If you know of a neighbor or friend who would benefit from the services we have to offer, we'd like to know about it.

We're even offering a reward.

Refer a friend or neighbor to us and, if they become an automatic delivery oil customer, we'll take \$50 off your next oil delivery or installation project. Plus, just for passing along the name, we'll enter your name into our quarterly drawing for a free dinner. It's easy to make a referral. Just log on to our website at [www.AlvinHollis.com](http://www.AlvinHollis.com) and click on our customer referral page. Then enter the name and contact information of your friend or neighbor. We'll take it from there.

Don't forget to include your own information so we can credit you \$50 if they become a customer, and enter your name in our drawing.

If you like the idea of helping connect homeowners in the area to Alvin Hollis, please post a review of our performance on Yelp. At last check, we had 21 reviews and a four-star rating. We love it when you mention us on Facebook too. We have 176 likes there and a perfect 5.0 rating.

Thanks for being a loyal customer. We hope we can continue to serve your home comfort needs for many years to come. And that we can soon begin making the friends you refer more comfortable in their homes, too! Got questions? Call us at (781) 335-2100 and we'd be happy to help.





## Safety First When Snow Falls

If you have an oil delivery scheduled after a snowfall, we ask that, if you are able to, you please shovel a path from your driveway to the area around your fill pipe. This is a precaution that our delivery drivers truly appreciate, as navigating through ice and snow to reach the fill pipe can be dangerous. With a clear path, our drivers can deliver your oil quickly and without incident, helping to deliver the oil you need to keep your home warm and cozy.

### How Can We Help You?

We love hearing from our customers! Please complete this reply form to indicate any products or services that interest you. An Alvin Hollis representative will contact you. Thank you!

Yes, I would like more information on:

- Upgrading my heating system
- Enrolling in a Budget Plan
- Automatic Delivery Service
- Switching to Sulfur-Free Bioheat
- Enrolling in a service contract for my heating system
- Scheduling a tune-up of my heating system
- Plumbing services
- Upgrading my air conditioning system
- Other: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_



Clip and mail to:  
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South Weymouth  
MA 02190-9921

**781-335-2100**  
**www.alvinhollis.com**



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## Do I Need a Heating System Maintenance Plan?

The last thing anyone wants to experience is waking up to a house that is ice cold because the heating system has failed. Alvin Hollis is available 24/7 for emergencies. However, we'd much prefer your home and family remain warm and safe all winter long!

That's why we recommend that every customer consider one of our heating system maintenance plans. Whether you heat your home with oil or gas, our experienced technicians are ready to help you make sure your system remains up and running when you need it most.

Heating system maintenance is more than just a proactive measure to avoid inconvenient breakdowns and expensive repairs. Most manufacturers require annual maintenance in order to keep your warranties active. Even one skipped tune-up could jeopardize your entire extended warranty.

Alvin Hollis offers convenient and affordable maintenance plans for your home's heating and cooling systems. These plans include annual tune-ups, system cleaning, coverage for warrantied parts, and priority service if a problem does occur. A heating or cooling system maintenance plan is an investment in your family's comfort—and your peace of mind.



**For more information or to sign up for a maintenance plan, visit our website at [www.AlvinHollis.com](http://www.AlvinHollis.com), or call us at (781) 335-2100.**