

Meet our New Service Manager:

Jerry Papile



It's our pleasure to introduce you to a very important new member of the W.C. Esp team – our new service manager, Jerry Papile.

Jerry's been a fixture in the neighborhood for a long time – he and his wife, Regina, have lived in the same house in Manorville for more than 20 years with their son, Jerry (23) and daughter, Sage (17). Jerry was a service technician for us years ago, and when we needed someone to step in as Service Manager, we already knew he had the skills, personality and business sense that made him the right person for the job. Luckily for us, Jerry was ready to come back and work with a truly local company.

More than that, Jerry really understands what sets W.C. Esp apart. "It's a company where we can do the right thing for people, where we can treat customers the way they should be treated, especially customers with second homes," he says. "We have the

time and capabilities to service their units properly, to go the extra mile as far as doing the little things that other, larger companies, can't do for them."

When not working, Jerry is with his large, extended family. Both his parents came from large families, "mom was one of 11 kids and my dad one of 10," so

there are a lot of aunts, uncles and cousins all around the same age. "Any free time you get," Jerry says, "you spend with your family."


Please join us in giving Jerry a warm welcome, and if you have any issues with your heating equipment this winter, you now know who to call!



W.C. ESP **PERSONAL COMFORT**

P.O. Box 3047
Bridgehampton, NY 11932

631-537-0193
www.WCEsp.com

Find us on 

NEW!

Refer a friend and get \$100!

You read that right! We know you tell your friends about W.C. Esp because of our great service and new customer bonus, and we really, really appreciate that. But now, we also will say "thank you" with \$100 in account credits. You'll get the \$100 credit each time someone you refer becomes a customer – so make sure all your friends let us know you sent them our way!





A Message from the President

W.C. Esp – Your Total Comfort Company



What does comfort mean to you? Is it keeping your home at the perfect temperature all year round? Or enjoying a cozy fire indoors or out at the touch of a button? Maybe comfort is enjoying your pool or hot tub months after summer ends. Is comfort knowing your home is protected from leaks, freeze-ups and no-heat situations even if you are away for weeks or months at a time?

As your total comfort company, W.C. Esp's services help you enjoy all these comforts of home. Please read through this edition of *Especially for You* for details on just how we bring all these comforts to you.

We have even more ways to make you comfortable, like the **\$100 refer a friend bonus** (page 4), important safety information about propane (page 3), and a reminder that we can help you and your real estate broker if you are selling or buying a home. And to make you more comfortable when you call our offices, we are introducing you to Jerry, our new Service Manager.

Thank you for trusting W.C. Esp to keep you *especially* comfortable throughout all four seasons. If you have any questions, please contact us at 631-537-0193 or at wc esp.com. We'll make the call as comforting to you as our services.

Sincerely,

Arthur Volkmann

Arthur Volkmann / President

An Especially Important Reminder

W.C. Esp will again be placing an orange reflector stick at your storage tank or fill pipe during a visit, tune-up or delivery this fall. The stick makes it easier for our drivers to locate your tank at night or during (or after) a heavy snow, and also helps protect your home and our trucks.

Please leave the orange marker in place throughout the fall and winter. We will remove it in the spring. Thank you for your cooperation. We look forward to serving you.





We're Your Home's Winter Superheroes!

Underneath the mild-mannered exteriors of the W.C. Esp staff beat the hearts of winter superheroes. We deliver your fuel in weather conditions that cause ordinary mortals to stay at home. We repair your heating equipment "faster than a speeding bullet" at all hours of the day or night, and our intrepid technicians and drivers protect your homes from dastardly dropping temperatures and freezing pipes – even when you're not around, and often before you even know that danger is lurking!

Super Powered Remote Protection

With our Telefreeze Remote Monitoring system, any sudden drops in your home's temperature set off an alert, so you can have someone check your home and call us to save the day. Whether you are away at work, on vacation, or back at your primary residence, we can work with your caretakers or other representatives, so your house is protected and ready for your return.

Call us Mr. Anti-Freeze

Your winter superheroes at W.C. Esp can protect your home from evil "Mr. Freeze." Our non-toxic anti-freeze can be added to your heating system to reduce the risk of frozen pipes. **Our Fall Anti-Freeze Special protects your wallet, too.** Please do not try to do this yourself using toxic automotive anti-freeze: **our non-toxic products are developed specifically for heating systems** and our technicians know how to properly introduce them so that they do not affect your water supply.

• *Fall Special* •

**ANTI-FREEZE
TREATMENT**

Only \$45 per gallon

Even with all our super powers, you need to take steps to protect your home – so please make sure your thermostat is set no lower than 55 degrees, you have someone check your home daily if you are out of town, and insulate any visible pipes. Please call us to arrange for Telefreeze remote monitoring and an anti-freeze treatment.

Yellow Brightens Your Days and Warms Your Home *Lower Your Heating Bills up to 40% with Energy Kinetics*



Customers who have upgraded to System 2000 by Energy Kinetics high-efficiency heating and hot water systems have **cut their heating bills by as much as 40 percent.**

You read that right. System 2000's unique Hybrid Energy Recovery® cycle recaptures and reuses energy in your system, virtually eliminating what's known as idle loss. Its patented spiral boiler design is quieter than a microwave, and more insulated and more efficient than standard equipment, **producing more heat from every gallon of heating oil or propane.** These same game-changing systems simultaneously provide for all your hot water needs while heating your home.

Customers have reported savings of over \$1,000 a year, and cutting fuel use by one-third or more. Your upgrade to **System 2000 will pay for itself in just a few years**, and by using less fuel you will significantly reduce your carbon footprint.

If you're ready to go green by going yellow, call us to learn how System 2000 by Energy Kinetics can brighten your day, every day.



Moving? Let Us Help!

They say that moving is one of the top five most stressful events in a person's life. Your friends at W.C. Esp are here to make it easier!

If you're selling your home: We can help the sales process, by providing your Realtor® and home inspector with information on your heating and cooling systems, including their ages, service records and last inspection dates, and estimate your annual fuel usage. Our plumbers can fix any issues that are required under your contract or make any repairs you need to get the house show-ready. We will be happy to transfer your service contract to the new homeowner, and will give you an honest and accurate tank reading so you get paid at closing for the fuel left in your storage tank.

If you're buying a home: We can help you there, too! Have us come in to check out the heating, cooling and plumbing systems of your new home here on the East End. We can spot any potential issues better than the home inspector, and can give you repair estimates right away. As soon as you have access we can give your systems a tune-up and make sure you have a full heating oil or propane storage tank.

Wherever you're moving to – from the Moriches to Montauk – W.C. Esp can help lighten the load. Call us today.



Are You a Realtor? Call Us!

W.C. Esp can help you sell more homes! Even if the home was not a W.C. Esp customer, when needed, we can:

- ✓ Provide final tank readings
- ✓ Tune-up heating systems
- ✓ Repair heating, cooling and plumbing systems
- ✓ Provide repair estimates
- ✓ Explain the benefits of home heating oil, Bioheat® fuel and propane
- ✓ Fill storage tanks

Call us today to become a valued W.C. Esp realty partner!

Like us? Then **LIKE** us!

Check our Facebook page for energy news and weekly updates on fun things to do on the East End



IMPORTANT PROPANE SAFETY INFORMATION

Propane – Safety First, Comfort Always!

All year long, propane is the fuel of choice for heating, cooking, grills, pool heaters, fire pits and other home appliances. Having your propane stored right on your property is one of the benefits of being a propane customer.

Propane leaks in well maintained systems are extremely rare, but it is important that you know the warning signs and what to do if you suspect a release. By following the proper protocol, you can keep your home, family and equipment safe. We've enclosed a special brochure from the Propane Education & Research Council that gives you all the important information you need to know – please read it carefully and share it with every member of your household.

If you suspect a leak, please remember:

- **NO FLAMES OR SPARKS.** That means no smoking materials, open flames, lights, appliances, telephones, or cell phones.
- **LEAVE THE AREA IMMEDIATELY.**
- **SHUT OFF THE GAS** but only do so if it is safe for you to get to the main gas supply valve on your propane tank.
- **REPORT THE LEAK.** Call your propane retailer right away, and if you can't reach them, call 911 or your local fire department.
- **DO NOT RETURN TO THE BUILDING OR AREA** until a qualified responder determines that it is safe.
- **GET YOUR SYSTEM CHECKED** before you attempt to use any of your propane appliances.

Knowing how to handle these situations can save lives, and at W.C. Esp we want our customers to be prepared for anything. To find out more about propane safety and W.C. Esp's propane products, contact us today!

