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HBMcCLURE

TRUST. QUALITY. VALUE... SINCE 1914.

connections

Staying Warm Issue 2016

Plumbing ❖ Heating & Cooling ❖ Back-up Generators ❖ Electrical ❖ Oil & Propane Delivery

A Letter from the Management Team

We Value Your Feedback

On behalf of all the employee-owners of HB McClure, we'd like to thank you for your loyal patronage. We truly appreciate the trust you have placed in us by selecting HB McClure to perform service, install a system, or deliver fuel to your home. We hope the content of this newsletter will help you transition from the heat of summer in to the upcoming winter season.

For generations, HB McClure has grown by striving to meet the needs of our clients. We want to make sure that we continue to deliver on this goal. In the coming months we will ask for your feedback through a new survey initiative. We plan to include a link to a brief on-line questionnaire in some of our digital correspondences. When you see the survey link, please take a moment and let us know how we are doing. Of course we are always happy to hear from you through more traditional means; a letter, phone call, or Facebook post.

Also, this is a friendly reminder that now is the time to schedule your Gold Shield heating system tune-up. Plus, it is not too late to enroll in a money-saving delivery program for propane or fuel oil.

Warmly,

Bob McClure and Bob Whalen

In the coming months we will ask for your feedback through a new survey initiative. Please let us know how we are doing.



Robert McClure and Bob Whalen

Gold Shield Agreements for Plumbing & Electrical Systems

Many of our clients enjoy the benefits of Gold Shield Comfort agreements for their heating & cooling systems. We have expanded the Gold Shield program to include Plumbing and Electrical systems.



 **Electrical inspections include** (but are not limited to):

- Main panel inspection for burned/loose wiring
- Test function GFCI breakers
- Grounding connections
- Overall code compliance

 **Plumbing inspections include** (but are not limited to):

- Visual inspection of fixtures, supply and waste piping for leaks & corrosion
- Check and measure water pressure
- Inspect washing machine hoses & valves
- Label shut off valves with tags
- Overall code compliance

Call **717-232-4328** to schedule service or for more information
or visit: hbmccclure.com/gold-shield

What Affects Fuel Price\$ for Consumers

Fuel prices fluctuate every year – sometimes minutely, sometimes drastically. It's hard to predict the market to determine how to protect against price swings. We offer price protection programs to alleviate risk, but we also want to share what affects fuel prices. Locally we have little control over what is happening to pricing in the global heating oil and propane markets, but it is important to have information about why price swings occur.



Geopolitical – World events – political unrest, bombings, Brexit, Wall Street, etc. cause fear, uncertainty, and market swings.

Supply and Demand –

Whether it is real or speculation, if there is an oversupply of fuel and a lack of demand, prices will go down. Whereas if there is an under supplied market and high demand, prices will increase.



False, Skewed or Unrealistic Reporting – OPEC and private banks often release reports that support the market direction

they desire. These reports often have nuggets of truth but also a heavy dose of bias. Similarly government reports are often revised after they are released. This creates price swings as the market attempts to interpret these unreliable reports.

Supply Disruptions –

Refinery issues, wildfires, or other natural disasters can disrupt supply. Prices may increase due to decreased supply or increased transportation logistic costs.



Non-Continuous Demand & Export Market – The propane

market demand is so seasonal, large price changes occur throughout the year. Increases in propane exports to Europe and Japan drive up the prices for Americans due to limited supply.

Sign-Up Reminder Fuel Oil/Propane

A friendly reminder to sign-up for our propane and fuel oil delivery options and price protection programs.

HEATING OIL



Ready to Renew?

Enrollment for our Smart Pay programs for the 2016-2017 heating season is happening now. **The cap price is currently \$2.499** and can only be offered while supplies last. Lock in now to save money this winter!

Smart Pay
Smart Pay+Plus
Pay As You Go →
Pre-Buy ✓

Save an additional \$.06/gallon!

Enroll in our EFT (Electronic Funds Transfer) program online at www.hbmcluresmartpay.com or contact our Fuels Department directly by calling us at **717-214-3182**.



Sign-up today and learn more:
www.hbmcluresmartpay.com

Automatic Delivery



Sign-up today for Automatic delivery – never worry about running out of fuel. We'll track your historical usage, the daily temperatures, and be sure to fill up your tank when we are in the area. No fee to enroll!



PROPANE

Take advantage of current market conditions and sign up today for HB McClure delivery.

- Uninterrupted propane delivery
- Courteous, prompt service from a locally-owned company that keeps its commitments
- Very competitive fuel costs with no hidden delivery charges
- Assistance to end tank lease agreements with your current provider
- 6 ¢/gal. discount on Smart Pay EFT (electronic funds transfer)
- Up to \$300 discount on purchased tanks*
- Economical and convenient tank lease/rent-to-own and purchase programs*
- Free tank installation (HB McClure owned tank)
- Price protection plans available

*Limitations apply. Call for details

**PROPANE
IS AT ITS
LOWEST
PRICE IN
5 YEARS!**



Sign-up today and learn more:
www.hbmclure.com/propane

Geothermal Tax Credit Is Expiring!

If you ever considered geothermal...

Now is the time to take a serious look. The government tax credit on geothermal installations ends this year. Trust HB McClure, Central PA's most experienced geothermal contractor, to provide an affordable and energy-efficient geothermal system. Call today!

If you have an older geo system – UPGRADE!

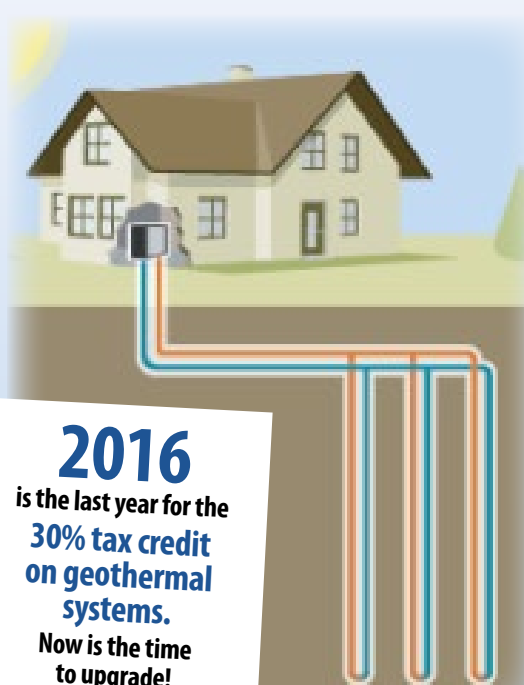
Is your geothermal system as efficient and reliable as it used to be? As systems age, components can wear down and performance can decrease – resulting in lack of comfort, nuisance breakdowns, and higher operating costs. The most affordable time to upgrade is now.



Enjoy long-term comfort and savings with HB McClure and ClimateMaster® and receive a **FREE 10-yr parts/labor limited factory warranty** (\$600 value).

Flexible financing plans available.

30% Tax Credit
On Geothermal Systems Installations & Replacements



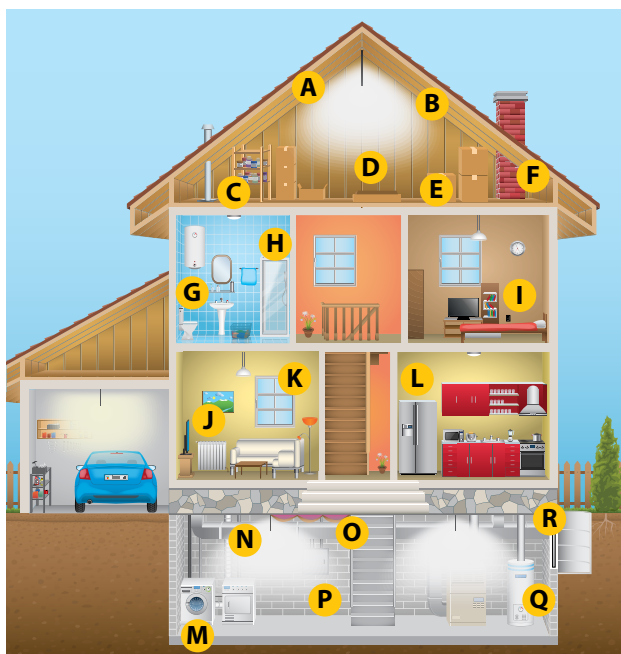
2016
is the last year for the
30% tax credit
on geothermal
systems.
Now is the time
to upgrade!
12/31/16
is the last day!

Call 717-232-4328
or visit hbmclure.com
for details

Identify the home energy-saving opportunities

Can you match the energy wasting problem (listed by number on the left) to its location in the home (identified by letters)? Conduct a do-it-yourself home energy check before cold weather arrives and address these issues to stay warmer, save energy and money.

1. Air leakage into attic
2. Mold on roof sheathing
3. Air leaks around electrical outlets
4. Air leaks around attic stair
5. Leaky basement windows
6. Air leaks around weather-stripping (windows and doors)
7. Air leaks around dryer vent
8. Air leaks around chimney
9. Missing insulation
10. Inadequate attic insulation
11. Uninsulated basement wall
12. Moldy sagging fiberglass insulation
13. Phantom electrical loads
14. Inefficient refrigerator
15. Inefficient washing machine
16. Inefficient water heater
17. Improper shower head
18. Water-wasting toilet



Answers: 1-C, 2-A, 3-I, 4-D, 5-R, 6-K, 7-N, 8-F, 9-E, 10-B, 11-P, 12-O, 13-J, 14-L, 15-M, 16-Q, 17-H, 18-G.

Employee Spotlight

Jared Espenshade

Jared joined HB McClure almost three years ago with a decade of trade experience. He has worked in the residential housing, replacement, and now plumbing service departments. His favorite part of the job is working with customers. Being able to resolve client's plumbing issues and putting their mind at ease is most rewarding to him.

Coming from a small family business to a large company, Jared wasn't sure what to expect. He was pleasantly surprised at how easy the transition was and credits the knowledgeable and supportive team. He gives a "shout out" to the plumbing team, acknowledging a lot of long hours and their ability to out-perform themselves each month. He is impressed by the incredible growth experienced in a year and a half. He also thanks the customer service reps and dispatchers who provide great service and coordination between the department and customers.

Outside of work, he and his wife are truly amazed to be part of a growing family and are blessed with two young children. He also enjoys fishing, hunting, and restoring their home that was built in 1847.



Jared Espenshade,
Residential
Plumbing Service

Customer Comments

"Always a pleasure having HB McClure's service techs do work in my house. Friendly, courteous, professional and knowledgeable!!"

– Deborah H., Dauphin

"I am impressed with the speed of your response, from the time I called to report a problem with our hot water heater to when Keith pulled up at our curb. Also, how quickly he thoroughly diagnosed the problem and had it fixed. I hope Keith is paid well. He's a keeper!"

– Richard M., Middletown, PA

"Very positive experience. Technician was very thorough, indicated several areas of potential problems which I appreciated. Also the tech was very knowledgeable and friendly."

– Lois B., Harrisburg



HB Cares

HB McClure is committed to the community. This fall our residential service technicians and installers will be swapping their shoe covers from blue to pink; to promote breast cancer awareness. **For every residential service call ran, and every installation completed; HB McClure will donate \$1 to the Feel Your Boobies Foundation.** We are committing to a minimum \$2000 donation.

Feel Your Boobies® Foundation is a non-profit breast cancer organization that promotes proactive breast health to young women through strategic education and outreach programs. Their campaign & programs focus on education and outreach primarily for women under 40 (pre-mammogram age).



We ask that you assist us in supporting the Foundation by making a contribution.
www.feelyourboobies.com/donate/



You can also get involved in their **#UnexpectedBoobies** campaign on social media by following them on Twitter, Instagram, and Facebook (@feelyourboobies). Submit your photos of things you spot out in the world that remind you to "feel your boobies" and you could win \$150 in Feel Your Boobies swag.

Ask the Expert

Hot Water in Cold Weather

Q: Should I replace my hot water heater before winter hits?

A: Having your hot water heater break in the middle of winter can be a huge inconvenience. It's important to get your plumbing checked and your hot water heating system replaced before winter comes to make sure you don't run into any problems. Here are some signs to look for to know if your hot water heater should be replaced.



During the winter, your hot water heater has to work harder. This is because the incoming water is colder than in other months, and when the cold water enters the tank it causes the water temperature to drop. This situation occurs in older tanks with sediment build-up. If your hot water heater is old, it may be a good idea to get it checked and if needed replaced before the cold winter months hit.

HB McClure installs innovative, high efficiency A. O. Smith water heaters.

Signs that your hot water heater may fail



- The age of your hot water heater; if it is more than 10 years old you should consider replacing it.
- If you discover rusty water coming from your hot water heater, it is most likely rusting on the inside.
- If it makes a lot of noise
- If your water heater tank is leaking
- If your hot water is only warm

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Main Office Address:

600 South 17th Street, Harrisburg, PA 17104

Harrisburg 717-232-4328

Carlisle 717-243-9011

Hershey 717-534-2661

York 717-845-4328

www.hbmclure.com

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STEPPING OUT FOR CHARITY

We will donate to the Feel Your Boobies Foundation for residential service calls and installations this fall



(See page 3)

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- HB Cares Challenge
- Hot Water in Cold Weather
- Coupon Specials

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Receive
Up To

\$1600

In Rebates*
on Qualifying Purchases
of Lennox Equipment

Fall 2016 Consumer Promotion. Rebate Offer expires 11/15/16. *On a qualifying system purchase. Lennox system rebate offers range from \$250 to \$1,700. Some restrictions apply. One offer available per qualifying purchase. See your local Lennox Dealer or www.lennox.com for details. **See dealer for details. © 2016 Lennox Industries Inc. Lennox Dealers include independently owned and operated businesses.

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6 Month Deferred Interest Financing**

on Any Qualifying System
Replacement

Offer valid for residential work within our delivery area. Prior sales and new construction projects excluded. Coupon must be presented at time of payment and may not be combined with other offers. Coupon expires 11/15/16. **Subject to credit approval.

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FREE ClimateMaster 10-Year Parts & Labor Warranty

A \$600 VALUE!

with the installation of a
ClimateMaster geothermal system

Offer valid for residential work within our delivery area. Prior sales and new construction projects excluded. Coupon must be presented at time of payment and may not be combined with other offers. Coupon expires 12/31/16.

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10% OFF Plumbing Service Call

Offer valid for residential work only. Prior sales excluded. May not be combined with other discount offers. Valid only for work within HB McClure's trading area. Coupon expires 12/31/16.