

VINCENT'S NEWS

The 'Van-Go' Gallery



OWNER'S CORNER

63 Years of Excellence!



Best Residential HVAC Company
Best Plumbing Company

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Did you know...

...VHP's Enhanced Service Plan provides access to extended service hours, discounts, and annual check-ups at a price \$50 less than just an annual check-up alone? More details available inside...

THROUGH MY EYES

Can you imagine being alone in a poorly lit, unfinished basement while your family - that you had been called away from - is ringing in the New Year without you? I can. I was in that basement fixing a furnace so a customer could have heat. You don't forget an experience like that even though many years have passed since I was in a service truck. And it was just one of many such instances - some in which I worked around the clock without sleep.

The most disliked part of being an HVAC or plumbing service tech is the stress of 'on call' service for after-hour emergencies and the burden that it puts on family time. And this is in addition to their normal working shift Monday

Continued Page 3

"Wherever you see a 'Vincent's Van Go' you know the job will be a work of art."



Recently I went fishing with my son Brendan for walleye and pike on a remote lake in northern Ontario. This 29" pike put up 2 fights - the one to land him and the even bigger fight in the boat to get the hook out so Brendan could take the photo and I could release him!

- Daniel Squires

4 Ways to Deal with Rising Heating & Cooling Costs

Regarding inflation in home energy prices, if there is any good news it's that the average price for a kilowatt of electricity in Michigan has remained roughly unchanged compared to last year. However, our rates in Michigan are **still on average 27% higher** than the other 5 Midwest Great Lakes states. Our rates haven't increased yet - but I'm not optimistic that they won't.

On the natural gas side, the price per therm has gone up 231% for SEMCO customers -

from \$0.29 per therm to \$0.675 per therm since last June 2021.

As discussed in the January & April issues of Vincent's News, while there are many reasons for high energy prices, the biggest cost drivers are federal government energy policies restricting supply. So, until these policies change, we can expect costs to continue to rise. Since energy costs and government policies are largely outside of our control, our only recourse is to adapt to these circumstances.

Continued Page 2

4 Ways... (Continued from Pg.1)

Here are 4 ways to deal with rising heating & cooling costs.

- 1) **Reduce your heating & cooling load** by insulating and sealing your home. Lower your shades to block solar radiation, etc.
- 2) **Change your thermostat habits to save energy.** The one thing we have control over is our thermostat.
 - In the winter we can keep the temperature a little cooler and wear a sweater to stay warm.
 - In the summer we can set the thermostat higher and still be comfortable if we control humidity.

There are a lot of factors that affect humidity control, but the easiest path is to add a whole home dehumidifier. See the enclosed insert.

Another possibility is to get a programmable thermostat and set it to save energy at night when you sleep or when you're not at home.

- 3) **Upgrade to new, energy saving HVAC equipment.** If your equipment is old and

inefficient, the current energy rates mean **you'll enjoy a much quicker return on investment as you are paid back by your energy savings.**

As I encouraged readers in last month's issue, you'll save a lot of money by replacing your HVAC equipment this year by avoiding the 2023 air conditioning minimum energy efficiency mandates.

The last time people were as focused on controlling their utility bills was in the 1970's.

- 4) **Have an annual check-up of your HVAC equipment.**

The last time people were as focused on controlling their heating & cooling utility bills was in the 1970's – another period of high inflation and energy costs.

Back then maintenance plans were called **Energy Saving Agreements** because neglected HVAC equipment wastes energy and costs more to operate. Equipment that is maintained every year saves energy.

Since then, new high-tech equipment like Combustion Analyzers enable us to provide even greater efficiency and performance. In addition to helping you control your heating & cooling energy costs, an annual check-up is important to make certain your equipment is operating safely, providing comfort, and delivering years of trouble-free performance.

Your best value is VHP's Enhanced Service Plan. It provides many valuable benefits including an annual checkup and costs \$50 less than just the check-up purchased separately!

For details about VHP's Enhanced Service Plan, see the nearby enclosed insert.

- Daniel Squires

What Our Clients Are Saying...

"Above and beyond service! My technicians were very friendly and professional. They discovered a problem with my AC unit during the tune up. They fixed it as part of the maintenance and saved me a future repair bill. I am so grateful for their timely visit."

- Jane MacDonald, Fort Gratiot

Through My Eyes (Continued from Pg. 1)

through Friday and sometimes Saturday.

As I shared in the February Vincent's News, there is a shortage of workers in the skilled trades. This is due in part because there are many alternative careers available that don't require this kind of sacrifice and provide a better 'work/life' balance. The skilled trades industry is recognizing that we must address 'sore points' like this to retain our techs. Businesses like VHP must choose between keeping '24/7 emergency service' - or keeping their techs. Obviously we have to keep our techs.

This is an industry trend that has been going on for a while. And while I have been holding off changing, Vincent's must adjust to these new circumstances in order to make certain that I retain my techs to serve you during our normal working hours - Monday through Saturday, 8am until 4:30pm.

Businesses like VHP must choose between keeping '24/7 emergency service' - or keeping their techs.

Did you know that the techs that cover emergencies are the same ones that work every day during normal working hours? There aren't enough techs available to work off shifts. And even if I could find one willing to work midnights to cover emergency calls, there aren't enough calls to justify doing so!

Further, **if a tech is shorted on sleep due to running an emergency call in the middle of the night, how can he be at his best the next day?** Is it safe for the tech - and the customer he is serving - to have a tech in a sleep deprived state working with power tools, natural gas and high voltage electricity? Is it worth the potential risk? This is a good reason not to have techs go out after a

certain time to let them get enough rest so they can be sharp the next day.

Techs would be happy to eliminate after-hours service completely. However, since many people only learn of urgent problems in the early evening after getting home from work, we've created a compromise by leaving a window of time open to address issues related to personal safety or where property damage could occur for certain customers.

Clients in VHP's Enhanced Service Plan, VHP Club members and customers that have invested in a heating or cooling system that is less than 2 years old, will have access to Extended Service Hours to address urgent issues that affect personal safety or to avoid property damage. For instance, a burst water pipe may need to be capped to control water damage with complete repairs to be performed during regular working hours.

These Extended Service Hours will be available from 4:30pm until 10pm on regular working days Monday through Saturday. Also, on Sundays and Holidays from 8am until 10pm. **Then after 10pm phone support only will be available for urgent questions until the morning** - either 7am on weekdays or 8am on weekends and holidays.

We will also have **limited phone support** available until 10pm for all other customers and callers. Again, after 10pm, messages will be held until the morning shift begins.

If you want to have year-round access to our extended service hours, consider our **Enhanced Service Plan**. For details about VHP's Enhanced Service Plan, see the nearby article and enclosed insert. - Daniel Squires

For more details on our service availability visit VHPinc.com/service.



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Past issues are available in PDF format online in the Van Go Gallery at:
VHPinc.com/gallery

More Birds

| | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---------------|
| Z | N | G | L | V | T | X | P | A | E | D | Q | R | D | Y | S | L | L | E | E | C | F | Penguin |
| X | R | T | S | G | N | I | T | R | A | M | E | L | P | R | U | P | I | A | T | Z | H | Pigeon |
| D | E | D | J | J | G | R | T | X | D | N | J | L | A | M | I | R | A | A | E | K | I | Purple Martin |
| T | T | A | E | E | T | M | P | M | N | E | W | G | C | Y | E | K | Y | R | U | T | S | Quail |
| G | Q | I | O | U | R | P | H | U | O | N | U | D | M | K | S | S | T | O | R | Q | S | Raven |
| S | Q | N | R | I | Y | F | R | L | Q | U | B | C | C | N | T | N | C | A | Z | O | I | Roadrunner |
| C | R | K | D | L | T | D | N | A | W | S | S | E | T | E | O | Y | A | B | J | D | W | Robin |
| O | E | M | O | A | A | X | H | I | P | W | P | E | O | V | R | D | J | C | Q | U | P | Sparrow |
| Y | L | C | V | O | Z | S | T | A | E | D | E | Q | U | A | K | E | G | T | S | E | U | Stork |
| D | B | U | R | C | W | R | Y | L | O | B | N | O | C | R | R | B | L | F | Y | Z | S | Swallow |
| B | R | T | U | A | P | H | E | O | U | R | G | C | A | U | E | R | M | B | H | T | L | Swan |
| X | A | F | L | F | Q | B | W | L | U | L | U | Z | N | Z | H | B | L | S | R | W | U | Teal |
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| W | N | X | Q | F | L | S | U | Z | I | M | G | C | W | Y | H | W | R | E | N | Q | I | Titmouse |
| L | V | R | M | C | Z | G | Q | E | V | Z | E | Z | S | T | S | N | X | H | G | V | O | Toucan |
| | | | | | | | | | | | | | | | | | | | | | | Turkey |
| | | | | | | | | | | | | | | | | | | | | | | Vulture |
| | | | | | | | | | | | | | | | | | | | | | | Warbler |
| | | | | | | | | | | | | | | | | | | | | | | Woodpecker |
| | | | | | | | | | | | | | | | | | | | | | | Wren |

www.vhpinc.com

The Most Reasons to be Your Best Choice

SUBSCRIBE

If you know someone who would like to receive this newsletter, email their information to news@vhpinc.com or give us a call.

UNSUBSCRIBE

If you would like your name to be removed from our newsletter mailing list please email "stop" to news@vhpinc.com or give us a call.

Humor Section



The jet's intercom sounded, "Ladies and Gentleman, this is your captain speaking. We've had a malfunction in one of our engines and so we've shut it down. But don't worry - the other engine can pick up the load."

A little while later, "Folks, an update on that earlier engine malfunction. Apparently, the other engine is having problems, too. But there's still nothing to worry about."

20 minutes later he returns, "Well, the other engine has failed now. But don't worry, I've got a parachute and I'm going for help."

Heating & Air Conditioning
Amana
LASTS AND LASTS AND LASTS.

Vincent's Heating & Plumbing is proud to install Amana equipment, made in the USA.

- Vincent's News Exclusive Promotion -

Purchase VHP's Enhanced Service Plan & Save \$50 Off a Service or Maintenance Call, or Replacement!

For the next 12 months as a VHP Enhanced Service Plan client you'll get:

| | |
|--|--|
| <i>EXCLUSIVE ACCESS TO EXTENDED SERVICE HOURS</i> | Year-round access to Extended Service Hours (daily until 10 pm) for emergencies - not available to the general public. |
| <i>PRIORITY SERVICE</i> | Priority access to service during normal working hours - same day or no later than next business day guaranteed. |
| <i>ANNUAL CHECK UP</i> | In 12 months we'll return for a 'wellness visit' to make certain your equipment is operating safely and delivering maximum performance. <u><i>The annual check up is a \$199.20 value if purchased separately!</i></u> |
| <i>'NO NEGLECT' CHECK UP VISIT REMINDERS</i> | VHP takes responsibility for setting up your annual check up when its due so you don't have to! |
| <u><i>DISCOUNT SAVINGS</i></u> | Save 10% off repair tasks for covered equipment. |
| | Save 10% off consumable maintenance items like filters, etc. |
| | Big savings for your eventual replacement of your furnace, boiler, or A/C with our \$50 annual contribution to your ESP Replacement Bank |
| <i>PEACE OF MIND</i> | You'll rest easier knowing that the most important system to keep your family safe and comfortable is getting the attention it requires. |
| <i>AS LOW AS 37¢ PER DAY</i> | All of the above for a budget friendly \$12.45 per month for each option or unit covered. (<i>\$11.40 each with 3 or more options!</i>) |
| <i>RISK FREE - NO LONG TERM COMMITMENT</i> | There's no contract - you can cancel anytime! |

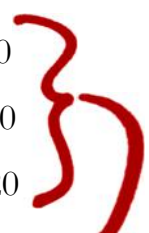
**SERVICE ACCESS, ANNUAL CHECK UPS
& \$50 OFF THE PRICE OF A CALL!**

WHEN YOU UPGRADE TO THE
ENHANCED SERVICE PLAN
 YOU GET ALL THE BENEFITS
 INCLUDING THE ANNUAL CHECKUP!!
 FOR \$50 LESS* THAN THE
 COST OF JUST AN ANNUAL CHECKUP
 PURCHASED SEPARATELY!

*FOR EACH UNIT COVERED!

'ala carte' Annual Check Up per visit:

- Furnace or Boiler Combustion Optimization & Safety Inspection (COSI)..... \$199.20
- Air Conditioner Performance Optimization & Cleaning (POC).....\$199.20
- Plumbing & Water Heater Service (PWHS) includes Water Heater maintenance..\$199.20



- versus -

***Enhanced Service Plan fees per unit covered:**

MINIMUM 25%
 SAVINGS (\$49.80)
 PER UNIT COVERED!
 VS.
 ↓

(each unit includes the above equipment annual checkup)

- Heating system (furnace or boiler each)...\$12.45 per mo. or ~~\$199.20~~ per yr \$149.40 per year
- Cooling system (air conditioner each).....\$12.45 per mo. or ~~\$199.20~~ per yr \$149.40 per year
- Plumbing system (water heater).....\$12.45 per mo. or ~~\$199.20~~ per yr \$149.40 per year



"ONE MONTH FREE WHEN YOU GET ALL 3 !"

To take advantage of this promotion, present this page to your tech on your service or maintenance call.
 New replacements - call the office for details. Older replacements - set up a maintenance call to get \$50 off.

THE SMARTER WAY TO GET RID OF HUMIDITY IN YOUR HOME:

Save \$100 when you Invest in an Aprilaire Whole-Home Dehumidifier in July

Your A/C system’s ability to dehumidify is limited by outdoor temps and how it was designed. Unlike your A/C system that may have short ‘run-times’ due to mild weather or being oversized, a Whole-Home Dehumidifier runs all the time and delivers superior humidity removal! You can improve your comfort and protect your home from the damage caused by excess humidity in your home!

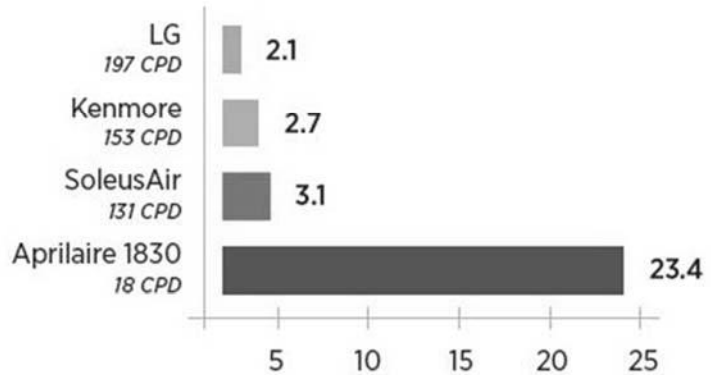


Top reasons to invest in an Aprilaire dehumidifier

- 
PROTECTION
 Remove odors and prevent mold & mildew growth
- 
DURABILITY
 Designed for long life in damp basement conditions; 5-year all-inclusive warranty
- 
CONVENIENCE
 Connects to drain; no need to constantly empty water
- 
DESIGNED AND ASSEMBLED IN THE USA


Many dehumidifiers need to cycle on and off frequently to keep up with basement dampness, causing extreme wear and tear on compressors. *Step up to longer term protection!*

Typical life-cycle of dehumidifier compressors (years to reach 150,000 cycles*)



*Based on average on-off cycles per day (CPD). Tested in actual basement conditions.

| BRAND | CAPACITY/DAY | OPERATING COST* | WARRANTY | BUILT IN |
|-----------|--------------|-----------------|----------------|---|
| Kenmore | 70 pints | \$241 | 90 day limited | China |
| LG | 70 pints | \$213 | 1 year limited | China |
| SoleusAir | 70 pints | \$305 | 1 year limited | China |
| Aprilaire | 70 pints | \$116 | 5 years | WI, USA  |

*Calculated by multiplying the average amount of actual daily run time, power consumption when running and local (Madison, WI) utility electric rate. Actual savings may vary.



Save up to \$189 yearly on your electric bills.*

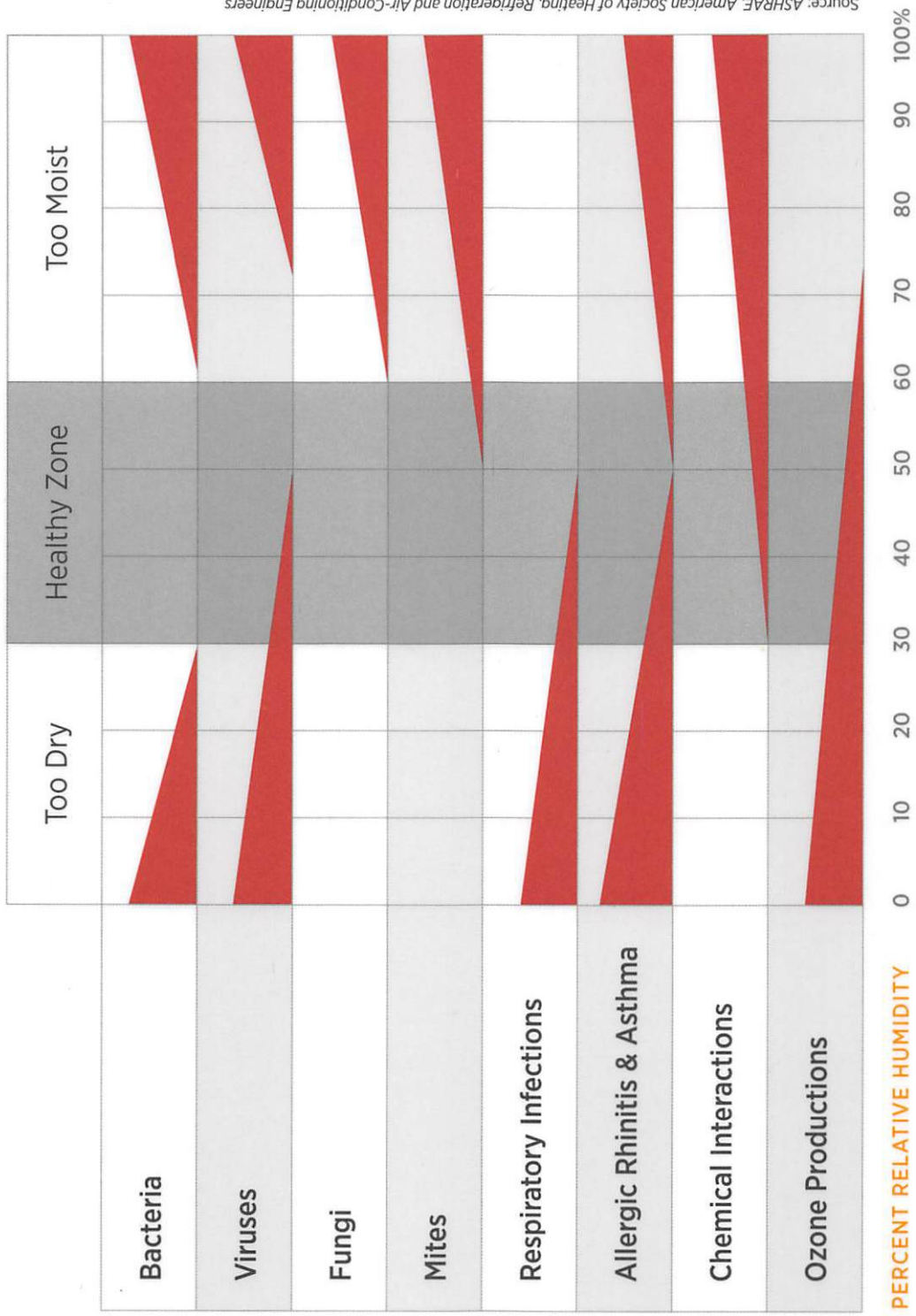
All product and company names are trademarks™ or registered® trademarks of their respective holders. Use of them does not imply any affiliation with or endorsement by them.
Form #917



Trusted Solutions for a Healthy Home

Optimum Relative Humidity Range for Human Comfort & Health

A decrease in bar height indicates a decrease in effect for each of the items.



To Save \$100 off the price of an Aprilaire Whole Home Dehumidifier call Vincent's Heating & Plumbing at 810-985-7103 and ask for the July Vincent's News Dehumidifer Special.

Attention VHP Club Member

Dear Friend:

The VHP Club program is being replaced by our new 'Enhanced Service Plan' (*ESP*). Over the next year we are upgrading all VHP Club memberships to this new program on your renewal visit. As you can see below, this new program retains the most essential elements of your VHP Club features and benefits, while eliminating some unused items and improving on others. An important difference is that it spells out the service access that is outlined in the July 22 Vincent's News. Another difference is a price increase that reflects the current inflation.

Here are the highlights:

Service Access

- ESP Clients have Access to Priority Service & Extended Service Hours no longer available to the General Public.

Loyalty rewards:

- No more Certificates to keep track of - you now have an 'ESP Replacement Bank' in which we keep track of your rewards.
- Your Accumulated \$40 VHP Club Rewards for equipment replacements are rolled over into your ESP Replacement Bank.
- Your Annual Loyalty Reward has been increased from \$40 per Year to \$50 per Year! (Starting This Year)

3 Available Visit Options:

- Heating - Natural Gas Furnace or Boiler
- Cooling - Central Air Conditioner
- Plumbing & Water Heater Service

Price Change:

- The price is going up from \$11.25 per month to \$12.45 per month per option covered: - (Furnace/Boiler, A/C, Plumbing & Water Heater, multiple units)
- But if you cover 3 or more options the cost is only \$11.40 per month per option - just \$.15 more than the old \$11.25 per month price!
- Annual Pay is still an option - Monthly X 12
- *NOTE: Your VHP Club monthly fees will continue until your plan is upgraded.*

A copy of VHP's Enhanced Service Plan is on the reverse side.



Upgrade to VHP's Enhanced Service Plan

Your Enhanced Service Plan provides the benefits described below for the essential systems included:

Term: Auto renew until cancelled. 12 months-prepay| Monthly fee per option 1 - 2: \$12.45 each 3 or more: \$11.40 each

| HEATING SYSTEM 1 <input type="checkbox"/> GAS FURNACE <input type="checkbox"/> GAS BOILER | Location | Model | Serial | Monthly Subscription Fee |
|--|----------|-------|--------|--------------------------|
| AIR CONDITIONING SYSTEM 1 Performance Optimization & Cleaning | | | | |
| HEATING SYSTEM 2 <input type="checkbox"/> GAS FURNACE <input type="checkbox"/> GAS BOILER | | | | |
| AIR CONDITIONING SYSTEM 2 Performance Optimization & Cleaning | | | | |
| PLUMBING & WATER HEATER SERVICE - incl. water heater flush & interior video inspection + whole home plumbing inspection for leaks & concerns. | | | | |
| WATER HEATER 1 | | | | |
| WATER HEATER 2 | | | | |

Notes:

| | |
|--|--|
| EMAIL ADDRESS FOR VISIT REMINDERS & BILLING MATTERS | TOTAL MONTHLY FEE - paid by credit card or ACH bank draft |
| | TOTAL PREPAID ANNUAL AMOUNT monthly fee X 12 months |

SERVICE LOCATION
Name _____

Address _____

City, State ZIP _____

Phone Number _____
Text Enabled?

BILLING IF DIFFERENT
Name _____

Address _____

City, State ZIP _____

Phone Number _____
Text Enabled?

AUTHORIZATION
By my signature I acknowledge my acceptance of the services and fees listed, and the terms described on the reverse side.

SIGNATURE & DATE

- PRIORITY SERVICE** Priority access to service during normal working hours - same day or no later than next business day guaranteed.
- ACCESS TO EXTENDED SERVICE HOURS** VHP's Enhanced Service Plan provides exclusive year-round access to extended service hours not available to the general public for emergencies only. Additional charges apply.
DETAILS ON REVERSE SIDE.
- ANNUAL CHECK UP** Every 12 months we'll return for an 1-1/2 hour 'wellness visit' to make certain your equipment is operating safely and delivering maximum performance for each unit or system covered.
- 'NO NEGLECT' CHECK UP VISIT REMINDERS** VHP takes responsibility for setting up your annual check up when its due so you don't have to!
- DISCOUNT SAVINGS**
 - Save 10% off repair tasks for covered equipment.
 - Save 10% off consumable maintenance items like filters, humidifier pads, etc.
 - Annual \$50 ESP REWARD deposited to your Replacement Bank to be used when you replace your furnace, boiler, or A/C
- PEACE OF MIND** You'll rest easier knowing that the most important systems keeping your family safe and comfortable is getting the attention it requires.
- RISK FREE - NO LONG TERM COMMITMENT** There's no contract - you can cancel anytime! Just notify us with a note or email to sales@vhpinc.com.

I authorize payment to be charged monthly to my: (Initial _____) *Your information will be blacked out for your security after inputting into billing program.*

Credit Card - _____ Expires ___/___/___ CCV _____ Checking Savings Routing _____ Acct _____