

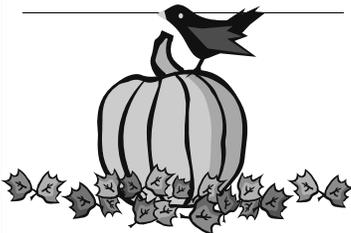
VINCENT'S 'VAN-GO' GALLERY



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

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Did you know that Vincent's Heating & Plumbing...

... is offering free delivery of filters in our online store through November? **Visit our online store.**

In your web browser enter exactly: store.vhpin.com (with no 'www.')

OWNER'S CORNER

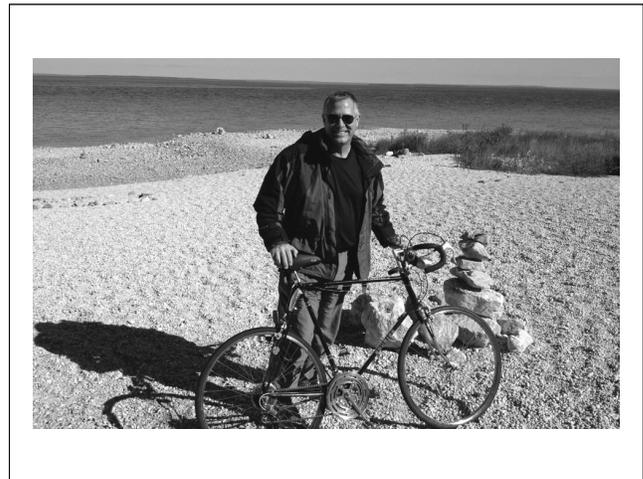
THROUGH MY EYES

— Daniel Squires

Just about every day this past summer, my wife, Karen, and I hopped on our bikes after supper and rode for about 7-8 miles. What a joy.

We decided to cap off such a great summer of riding by taking our bikes up to Mackinac Island for a grand last fling before cold weather and too-short days make us put the bikes away for the winter.

I feel a little like I am little bit of an anachronism, though. That's because I still ride a bike that I have had for over 30 years - a



At the beach on Mackinac Island with my "old-school" bicycle

Schwinn Continental II 10-speed. Today 'fat-tired' mountain bikes are all the rage, yet there I am getting curious stares as I ride my skinny-tired 'old school' bike with the 2-position

'rams horn' handle bars that used to be popular. And proud of it.

You see, that classic bike of mine outperforms the typical mountain bike
(Continued on Page 2)

WILL YOUR TYPE OF FURNACE BE BANNED?

Starting May 1, 2013, a ban on mid-energy efficient furnaces by the U.S. Dept. of Energy will take effect in Michigan. Why? The stated purpose is to reduce the amount of energy consumed to heat homes. The means to this end is to force people to buy more expensive furnaces.

The furnaces affected are the ones with a metal vent pipe. If yours has PVC (plastic) vent pipes that look like plumbing drain pipes your furnace is not affected. It is important to note, the ban only affects you when you need to replace your furnace - you can continue to use the banned

furnaces until it fails. But these products can be \$1,000+ more expensive.

There are additional cost factors beyond the actual cost differences between the banned furnaces and the more efficient models. The new *(continued on Page 3)*

EMPLOYEE SPOTLIGHT: DAVE FRAZIER



When Dave was still in his teens in the late 60's, he started working as a helper at Vincent's as a co-worker to future owner Ray Squires. After his time at Vincent's he

went to work as carpenter but when Ray Squires took over from Vince, the first thing that he did was to give a phone call to the hard-working young man he remembered and offer him a job, which was accepted.

Dave worked as service tech and plumber for many years, obtaining his Journeyman and then Master plumbing license. In the early '80's his hard work and experience earned him the position of Service Manager at Vincent's which he occupies to this day. When he is not working Dave enjoys golfing, camping and dining out. He and his wife

have been married for over forty years and they have five children and many grandchildren too. Dave is proud of all his children and enjoys spending time together with his family.

When asked what he likes best about his job, Dave says he enjoys "working for a company so committed to its clients and that my co-workers are such a terrific group of people." We at Vincent's appreciate Dave's hard work over the years. His commitment to his work and family has been a major part of VHP's success.

"I feel like our culture has adopted a 'newer is better', 'throw-away' attitude..."

THROUGH MY EYES (CONT'D FROM PAGE 1)

hands down. It is so smooth - and it just goes! So much so that my college-age son Brendan prefers taking this 'ancient' bike for a spin when I am not using it instead of his modern mountain bike.

For me, I would rather give my bike a little T.L.C. and keep rolling. But this is just

a core value - I have the same passion to encourage people to keep their furnaces and air conditioners maintained.

I feel like our culture has adopted a 'newer is better', 'throw-away' attitude, and while I might fit in better if I had a new-style bike, why should I if what I have still

gets the job done? ...and in this case does it better!

And who knows? Maybe I can impart this attitude to my kids and they will see value in the 'old model' and want to keep 'it' around, too!

HELP US GIVE BACK TO THE COMMUNITY

Do you like helping local charities? We at Vincent's Heating and Plumbing like helping charities too and last month we released a new program to give you the opportunity to take part in our charitable giving. Through our new program, called 'Give

Back Thru Feedback,' we will donate to a charity of your choosing if you leave us a review on our Google page. Leaving a review is easy. Simply go to



www.vhpinc.com/reviews and follow the instructions.

FURNACE BAN (...CONTINUED FROM PAGE 1)

furnace may not fit in the current spot and require remodeling expense to accommodate it or the furnace may have to be relocated with those expenses.

Besides size differences, there are also issues concerning venting the exhaust and getting rid of the water created by the new, more efficient models. If you live in a condo this might affect you on several fronts. Or, if your current old model is in your attic, the new models can't be installed where the condensate can freeze - it may need to be relocated.

And that could cost a small fortune.

Here is my recommendation: If upgrading to the newer style furnace is unfeasible for any of the above reasons, do what you need to do to replace it as soon as possible. This way you will still have your choice before the Department of Energy takes it away from you.

If you are uncertain about your situation give us a call. Call Monday - Friday 7am till 6pm at 810-985-7103. We may be able to advise you over the phone or even better, we can come out and evaluate your situation for



\$29 - an \$80 savings off our normal \$109 service charge. But whatever you do, don't procrastinate.

For more information Google "DOE Furnace Ban."

Access Special Report on the Furnace Ban at vhpinc.com

A LETTER FROM A VINCENT'S CLIENT

Just want to say how appreciative I am that Vincent's is such a great place to deal with for furnaces. From start to finish both teams, Mike and his partner were so professional and Mike showed me the cracks in the heat exchanger - answered my questions - showed empa-

thy for my situation. The appt. was made for Harry who took time to explain and answer my endless questions. So patient! Then Tom and his helper came to install the new furnace. They were so knowledgeable it seemed. A great crew

working hand in hand. And the did a great clean-up job. Tom took time to show me the working elements and explain everything to me.

Thanks to everyone,

S.A., Fort Gratiot

"They were so knowledgeable it seemed. A great crew working hand in hand."

VHP: MERCURY RECYCLING CENTER

Did you know Vincent's Heating and Plumbing is a mercury thermostats and CFL light bulb recycling center? Many thermostats and compact florescent lights contain mercury which, if not disposed of properly, can seep into the ground and contaminate

water and soil. To prevent this from happening bring your old thermostats to a mercury recycling center like Vincent's Heating and Plumbing. You can bring your CFL light bulbs and thermostats to us on weekdays Monday to Friday at 8:00 AM to 4:30 PM

or call us to schedule another time.



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The Most Reasons to be Your Best Choice

PLUMBING HUMOR

"Did you hear that someone broke into our local police station and stole the toilet?"

Right now the cops have nothing to go on....."

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Plumbing Word Search

V D T H D G R E B M U L P C V	Bioclean
Y T N Y U O Z T R O R S J A Z	Shower
P E E S S C R E W D R I V E R	Toilet
V C V F R E T A E H R E T A W	Screw Driver
S U R R A H P X X C Y A J K A	Pipe Wrench
H A E M E N I L N I A R D N M	Dryer Vent
O F Y T O I L E T A V J W Z Y	Water Heater
W X R X R I Y M B M Q G L Z D	Plumber
E Y D B I O C L E A N Z B L C	Drain Line
R N X A H C N E R W E P I P B	Faucet

What happens if your heat & power fail when you are away?

HOMEOWNER NIGHTMARE: BASEMENT FLOODS WHILE AWAY FOR WINTER

Two years ago while wintering in Florida, Bud & Judy from St Clair, had their house checked by a neighbor on Friday. On Sunday - just 2 days later - their son discovered 9 inches of water in their finished basement. The electricity had gone out and the sump pump failed. Everything was ruined.

Judy asked me how they could avoid this happening again. I shared that we have a home monitoring system that calls for service when the heat or power fails. We set it up and program it to contact us about an emergency by phone plus call up to 2 other phone numbers. Unlike other

monitoring services that charge an ongoing monitoring fee, there is no charge for VHP Club members. Your only cost is a courtesy fee per emergency call to us. The fee is waived when a service call results.

Also, if a client wants us to work in their home when they are not home we need them to enroll in our Valet Service, which is free for Club members. Like valet parking, we keep your keys on file to provide service when you're gone. All we require is that you fill out a form to give us written permission to enter your home and allows you to specify the level of service you want us to

perform. You can download a copy of the Valet Service form at our website, **www.VHPinc.com** or stop by or call us to mail a copy to you.

All of our technicians are bonded and our Valet Service has become quite popular for clients who go away for extended periods of time - or for those who just want the convenience of not having to be home when they need service. Bud & Judy were just glad for the peace of mind they had last winter after investing in the monitor and registering for the Valet Service.

For more information, give us a call.