

VINCENT'S NEWS



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

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OWNER'S CORNER

THROUGH MY EYES

Wow, I can't believe that I've let so much time pass since our last newsletter. Mea Culpa – I am the one to blame, although with plenty of what I hope you agree are justifiable reasons.

The biggest overall reasons have been health related.

This year has been one of challenges as one of my office staff members required extended medical leave time to get through a rough time. Thank God, everything is now okay, but there was a lot of extra work that had to be



Physical Therapy was rough after my procedure. Here I am, hard at it.

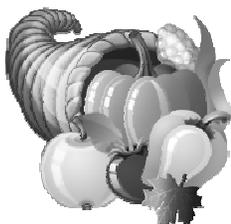
covered by other staff members including myself that kept me busy. And speaking of me, I've had my own issues to deal with. At the end of May I was getting things ready for a fishing trip in early June to

northern Ontario that my brother David and I were going on. I felt some real discomfort in my chest – kind of like the feeling of indigestion where my stomach churns and
(Continued on Page 2)

Did you know...

The new VHP Club Deluxe Heating package includes a professional grade low-level carbon monoxide monitor?

A low level CO monitor provides far greater protection than a store bought CO Alarm, which will only sound at a level well beyond the limits U.S. EPA and OSHA deem as safe.



80% FURNACE BAN DELAYED

Background: The U.S. Department of Energy (DOE) has issued rules that ban most furnaces that are less than 90% efficient in Michigan and certain other northern states – basically all traditional furnaces that have a metal exhaust vent.

This means that when a furnace is replaced that only a high efficiency model with a PVC vent pipe can be used. The reason is to reduce energy use and thereby reduce carbon emissions. The effective date was

this past May 1, 2013.
What happened: Shortly before the furnace ban was to have gone into effect, industry groups challenged the DOE in court that the rulemaking process had been
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THROUGH MY EYES (CONT'D FROM PAGE 1)

seems to do flip-flops.

The only thing was it was in not in my stomach – it was in the center of my chest where my heart is and it didn't go away.

I could just imagine sitting in a fishing boat out on a lake 5 to 6 hours north of Sault Ste. Marie in the middle of Canadian wilderness - nowhere close to good medical care feeling like I was. Well that thought ended my planned fishing trip.

I was diagnosed as having an atrial flutter (a type of atrial fibrillation) which is an electrical problem of the heart. Instead of having a normal sinus rhythm (^..... ^^..... ^^.....) mine had one normal beat followed by a flutter (^^^^ ^^^^ ^^^^) that on the heart monitor looked like a sawtooth wave. To my surprise, an electrical problem like mine made me have a 5 times greater chance of having a stroke. Actually the whole idea of having a heart problem was

a surprise. My health has always been great, my cholesterol has always been low and I always got a clean bill of health on my annual checkups. I didn't like this new situation one bit.

I hoped that medication would solve it, but it soon became clear that it wasn't enough. So, in September Dr Krishen, the electrical heart problem specialist at PH Cardiology Associates, performed a cardiac ablation on me. I am happy to report that the surgery was a success and now I am back to normal and my heart is in normal sinus rhythm.

Being in the service business, I am aware of service when I am on the

receiving end. Good service doesn't just happen by chance – there has to be systems in place as well as training and coaching for personnel. And so I was very appreciative of the great service that I received throughout the entire process from the nurses, aides, anesthesia, and physicians. We are blessed to have so many good hospitals and medical care providers in our community.

Typically, I always note when I have had good service – at a store, restaurant, or wherever – so I remember to return. But I'll make an exception here - this is one instance where I hope never to go back!

“The Whole Idea Of Having A Heart Problem Was A Surprise.”

Guess the Tech!



Can you identify the VHP technician in this picture?

FURNACE BAN DELAY

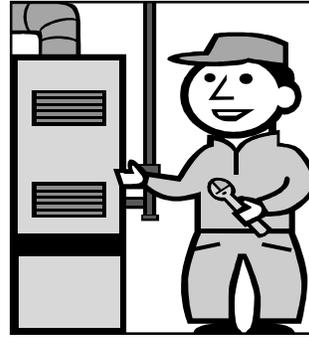
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violated in the 80% furnace ban. A settlement was reached in which the ban has been delayed while the rulemaking violations are sorted out. It is unknown when the ban will become effective. The DOE still wants the ban.

The problem: I'm all for energy efficiency – where it makes sense. Unfortunately there is no flexibility in the rule and there are many situations where upgrading to a high efficiency model is either cost prohibitive or impossible. Typically the biggest problems have to do with venting and dealing with condensation (water) created by the newer

furnaces. An example of an impossible situation would be trying to run a vent for a furnace in a condo – how would the neighbors like 2 PVC pipes running across their ceiling to extend the exhaust to outdoors? Examples of cost prohibitive situations are when major remodeling needs to be done because the current furnace space is too small for the new model – or when the furnace needs to be relocated altogether meaning changes in ductwork, etc.

Conclusion: When the 'dust settles' let's hope for more flexibility in the rule - but I'm not 'holding my breath'



on that. Even though from a business perspective heating contractors benefit from more expensive products – like the higher efficiency furnaces – from a fairness perspective I think people should be able to choose what they want to do based on what makes the most economic sense to them.

– Daniel Squires

A LETTER FROM A VINCENT'S CLIENT

*Dear Mr. Squires,
The furnace (and water heater) that your company installed recently in our residence is getting its first use now due to the weather turning cold. We are happy to report it is responding as it should to make out home warm and comfortable.*

We wish to thank everyone who had a

part in doing this job for us.

The installers were excellent workers and a pleasure to have in our home. Not only are they knowledgeable in their work, they are polite and exceptionally neat (The garage and basement looked cleaner after they left than it did before they started!!)

It was nice to work with the sales representative and install manager as well. We are expecting many years of good service from the new furnace and water heater. It is comforting to know that we have a company upon whom we can rely for service.

Thank you.

R.B, Lexington

Not only are they knowledgeable in their work, they are polite and exceptionally neat.

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The Most Reasons to be Your Best Choice

Next Month:

How to keep your drains smelling fresh and flowing free the natural way.

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Football Word Search

Y Q N F P B D S C J F B N X D
C M F C C C K K A I U M E P X
K Z Y Y L S E Y E F L X L V W
U O N V X J W L B N E Y L G F
Q D A N W O D H C U O T N C T
D N E T H G I T T S P Z Y R E
G Y J D O Q S L J S J T D B M
N Q U A R T E R B A C K Z N L
O E L K C A T V D P Y S L G E
X A B W D P Y C V A V R I B H

End Zone
Pass
Tackle
Yard
Field Goal
Quarter Back
Tight End
Helmet
Safety
Touch Down

FURNACE HUMOR

HVAC tech to homeowner:

"Your furnace has a few problems. But things could be a lot worse."

Somewhat, relieved, the homeowner replies: "Oh, that's good news."

HVAC tech:
"I know. It could be my furnace instead of yours."

Why are computers like air conditioners?

They quit working properly when you open Windows.

Why did the school get rid of the furnace?

It was caught smoking in the bathroom.

Technician: "How long has the AC not been working?"

Customer: "2 weeks".

Technician: "Why did you wait 2 weeks to have it fixed?"

Customer: "My in-laws were here. They were planning to stay for a month."