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| **August 2013 Newsletter** |

**Have a great school year from your friends at** **City Plumbing, Heating & Electric** |
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| **C:\Users\lhenderson\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\ZQ472NHO\MC900326626[1].wmfCHOOSING THE RIGHT PLUMBER…**Choosing a plumber is something that we usually only think about when our house is flooding or our toilet won’t flush. Luckily, it’s something that we don’t have to deal with on a daily basis. When the time does come however, choosing the right plumber can be a daunting task. After all, there are so many of them out there and they are all saying the same thing to you… “Choose Me!”, “I’m high quality!”, “We have the best service around!” After a while the ads in the phone book all start to look exactly the same. How do you separate the wheat from the chaff? Well… I’m going to give you some tools that you can arm yourself with when that moment comes. Remember that a plumber not only fixes your sinks and your toilets, but they are also responsible for the safety of your health and your home. So, to quote a great scene from Indiana Jones… “Choose. Choose wisely”. First of all, if you want a professional job – Then only hire a professional plumber! Go with a professional plumbing company, not a friend of a friend or your cousin Fred. Why? First and foremost a trained professional is going to be up-to-date on all the latest advancements in the plumbing and heating industry. What might seem like a small job to a novice could easily turn into an out of control mess. You want to make sure your plumber has the skills to handle the most difficult situations. Plumbing repairs can go from being minor to being a disaster with little warning.**Things to avoid in a plumber**1. Avoid plumbers that don’t answer their phones – This may sound obvious but you’d be surprised how many plumbers out there don’t monitor their phones, especially after hours. Sadly, you’ll find that many of the local area plumbers claiming to have 24/7 Emergency service won’t answer their phones after five o’clock. If they can’t answer their phone the first time, what do you think will happen when you have a question or a problem with their work after you’ve paid? And you thought you were getting a warranty…2. Avoid plumbers that don’t have a physical address for their business. There are plenty of “glorified handymen” that operate out of the back of their trucks and are more than willing to offer you bottom dollar prices for your plumbing repairs. Cheap may sound great, but the sad part is that cheap is exactly what you’ll get and then some. Remember that repairs that aren’t properly done the first time usually cost much more to fix the second time around. Unfortunately, City Plumbing, Heating & Electric has seen our fair share of these guys – they come and go. Be sure to do your homework before you jump on what looks like the “cheapest” guy in town.3. Avoid plumbers who don’t care for their trucks and equipment. It’s easy to spot a local plumbing truck. Sometimes it seems they’re almost on every corner. It’s also easy to spot the companies that care for them and those that don’t. This may sound vain, but think about it – If a plumber can’t take the time to care for his vehicles and equipment, what makes you think he’ll care anymore for your home? Bottom line is that your home should be cleaner when a plumber leaves then when he arrives.**Things to look for in a plumber**1. Find a plumber that has a valid Plumbing license! Reiterating what was said earlier – Verify your plumber has a valid Arkansas plumbing license. It is actually illegal for anybody to make plumbing repairs to your home or business in the state of Arkansas without a plumbing license. I know it sounds crazy, but it’s for a good reason – your health. 2. Find a plumber that offers written quotes before the work is done! What is important is that your plumber gives you an idea of what you’re getting into. Written quotes are the best and any good plumber should be able to walk you through the work he/she will be doing to your home.3. Find a plumber that guarantees their work and get it in writing. Warranties are a big deal, especially when costly repairs are involved. Don’t be afraid to ask your plumber if his/her work is under warranty, for how long, and are there any exceptions you need to be aware of. And yes, sometimes even the best parts break down despite a plumber’s best efforts and intentions. It’s the really good companies that will always back you up when the unexpected happens. Make sure the plumber you find is one of these companies.4. Find a plumber that is properly insured. Is your home protected if disaster strikes? Let’s face it, plumbing failures account for a large majority of the property damage reported in the U.S each year. A plumber’s torch has been known to start fires and faulty work or failed repairs can cause a flood. It doesn’t take long for that damage to add up quickly and many plumbers have little to no insurance to protect you. You wouldn’t drive without insurance (I hope), why would you take a chance with a plumber working under your roof? How do you know if they’re properly insured? Simply ask what their policy is and what it covers. A reputable plumber will tell you.5. Find a plumber that has been in business for a while. Sounds simple right? Most businesses will be willing to tell you how long they’ve been around. Those that avoid the question or simply don’t know should be avoided. A well-established business that has been around ten, twenty or thirty years or longer has very likely withstood the test of time because of their excellent service and/or their integrity. City Plumbing, Heating & Electric has been around more than 23 years!C:\Users\lhenderson\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\U04OEDFQ\MC900292822[1].wmf**Remember that Plumbers Protect the Health of the Nation,** **not just your home.** |

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| **GIVING BACK TO THE COMMUNITY!**Giving back to the community where we work and live is a deeply held value at City Plumbing, Heating & Electric. While we were so fortunate to once again be named the #1 Plumbing Contractor by The Sentinel Record last month, this reward also comes with a responsibility to our community. *That’s because successful companies do more than make money.* They view success not only as a way to improve their lives and the lives of their employees, but as a means to improve the lives of other people by giving back. Just as important as our professional accomplishments is our commitment to our community. Our June donation to the Garland County Cereal Drive for the Arkansas Food Bank gave us the opportunity to donate 93 boxes of cereal and $1,150.00. We are now so proud to say that we have donated **$50,652.61** to local charities in the last three and a half years! We look forward to donating to the Arkansas Freedom Fund as our July recipient.We have supported numerous charity and civic programs with our financial support and our time because our customers have allowed us the opportunity to do so. Thank you. It’s because of people like you that we are not only in business, but we can give back to our community. |

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| **DID YOU KNOW?****C:\Users\lhenderson\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\U04OEDFQ\MC900188553[1].wmf**Your washing machine was delivered with rubber water supply hoses. The “fine print” recommends turning the water supply to the machine off after using it. So, if you don’t, you’re among the 97.3% of all households who don’t as well!Rubber water hoses will weaken over time with constant water pressure, and who among us would remember to periodically replace their washing machine hoses?Throw in a load of wash and dash off to a soccer game with the kids or the market for more tomatoes and you could come home to soaking wet wood flooring, warping baseboards, soggy carpeting, bulging cabinets and ruined boxes of important files.Water damage from faulty washing machine hoses is one of the most common claims made to insurance companies. And some things can’t be replaced! |

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| C:\Users\lhenderson\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\ZQ472NHO\MC900215338[1].wmfAs much as 25% of every dollar you spend on energy goes towards heating water. To reduce that consumption, you can have an InstaHot installed at one or more faucets. InstaHots produce hot water immediately, which could reduce your water consumption by more than 300 gallons per month. |

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| **SAVE WITH HIGH EFFICIENCY AIR CONDITIONING**One of the best reasons to invest in a new air conditioning system is how you can save on your utility bills. Modern systems are dramatically more energy efficient than the technology used in systems from just ten years ago. We can show you exactly how much you can save every year with your new system. City Plumbing, Heating & Electric is the authorized dealer of multiple leading brands of central air systems, not just one of them, giving you the best choice and range of options on your new system.Rick Bonte, Charlie Bobus & Greg Perkins installing a new unit.Talk about a Motley Crew!  |

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