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| **City Plumbing, Heating & Electric, Inc.**The Best Solution For All Your Service NeedsJanuary 2014 Newsletter318 Third Street - Hot Springs, AR 71913Hot Springs: 501-623-3325 or Hot Springs Village: 501-922-3325email: cityplumbing@sbcglobal.net / website: [www.cityplumbingandelectric.com](file:///C%3A%5CUsers%5Clhenderson%5CDocuments%5CNewsletter%5Cwww.cityplumbingandelectric.com) |

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| Best wishes for the new year! May it bring to you and your family health, happiness, peace and prosperity. May it see your hopes fulfilled and may it be rich in the successful accomplishment of your highest aims. Once again on behalf of our company we wish you and your families a happy and successful 2014. |

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| Several [City Plumbing Heating & Electric Inc.](https://www.facebook.com/pages/City-Plumbing-Heating-Electric-Inc/317397622483) employees were honored recently for five or more years of service to the company with an embroidered coat and certificate. Pictured below, from left to right, are: Ronnie Carroll, Rick Bonte, Elwen Guthrie, Charles Watson, Leslie Henderson, Charlie Bobus and Dewayne Smith.The recipients' combined time equals more than 77 years of service to City Plumbing, Heating & Electric. |

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| **TOP 10 REASONS TO CHOOSE** **CITY PLUMBING, HEATING & ELECTRIC, INC.**1. With the merger of City Plumbing, Heating & Electric and Jim Fryar’s Air Conditioning, Heating & Refrigeration as of July 1, 2010, we have over 260+ years of knowledge and experience!
2. We have Licensed Technicians
3. We require drug free employees
4. All employees have a criminal background check
5. You have no surprises with the bill - you know the cost before the work is done
6. We call before we come. You don’t wait all day for our Technician to show up… we know your time is valuable
7. Clean and professional technicians in uniforms
8. Technicians will always leave your house cleaner than they found it
9. Our phones are always answered by a live person
10. Courteous, friendly, expert Technicians
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| **LEAKING TOILETS****C:\Users\lhenderson\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\OQRFK3F5\MC900330172[1].wmf**Leaking toilets are the most common cause of high water bills. You know a toilet is leaking when: you have to jiggle the handle to make it stop running, you hear sounds coming from the toilet when it’s not being used, or your toilet turns the water on for about 10 or 15 seconds with no one in the bathroom…this is sometimes called the “Phantom Flush”. These symptoms are obvious, but a leaking toilet doesn’t always make a sound or show visibly.A “dye test” will detect a silent leak. Making sure the water in the tank and bowl is perfectly clear, dye tablets are dropped into the tank and allowed to dissolve, coloring the tank water. If any of the colored tank water shows in the bowl after 30 minutes, the toilet is leaking and repairs or replacements are made at either the flush or refill valve site.Other problems? Give us a call! |

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| Back row – left to right: Ronnie Carroll, Cory Cangelosi, Zuzu Cangelosi, Landon & Erica Trusty, Amy Phillips, Mary Nevitt, Todd CampbellFront row – Connor Smithson, Allen Floyd, Maddy Phillips, Megan EarlsThe November 2013 recipient of city Plumbing, Heating & Electric’s “Giving Back to the Community” donation is the Arkansas Dream Center, represented by New Life Church here in Hot Springs. This organization is dedicated to providing for families in need with food, clothing, school supplies, etc…This donation will support the Christmas Mall hosted by the Dream Center every year. All of the donated toys are set up in a store-like setting and volunteers assist the parents in “shopping” for their child. The toys are given and wrapped at no charge to the parent.Since the beginning of “Giving Back to the Community” in 2009, City Plumbing, Heating & Electric has given more than $57,000 in donations to 501(c)3 non-profit organizations.The December 2013 recipient will be the Hot Springs Village Animal Welfare League. |

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| MC900157393[1]**SAFETY FIRST!**It is always recommended that at least one carbon monoxide detector is in every home. Your carbon monoxide alarm is detecting a problem that is invisible, odorless, tasteless, non-irritating and completely undetectable to all 5 of your senses. Carbon monoxide can seep into your home from a clogged chimney, a faulty gas water heater vent pipe, a cracked heat exchanger in your furnace, a portable kerosene or gas space heater or even an idling car just outside your home. Extreme concentrations of this deadly gas can cause death in a little as 1 to 3 minutes!Carbon monoxide alarms are a household must. Your entire family should learn the symptoms, as well as the steps to take in a carbon monoxide emergency. Make Daylight [Savings](http://www.ehow.com/how_4742057_maintain-home-ten-steps.html##) Time the day to not only change your clocks, but to change out the batteries in your smoke alarms and carbon monoxide alarms.A home without a carbon monoxide detector could be a death trap! |

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| **HVAC MAINTENANCE AGREEMENTS**MC900324344[1]It seems that heating systems always have a way of breaking down when the weather is at its worst – on the coldest day of winter! It is always when your system must work the hardest, and when you need it the most that disaster strikes. Investing in an HVAC Maintenance Agreement can help avoid breakdowns and the inconvenience. Also, it protects and prolongs the life of your equipment. Our agreement provides a complete precision tune-up and professional cleaning either annually or semi-annually as requested by you for your heating and/or air conditioning equipment. This procedure allows us to increase the efficiency of your equipment while discovering any system difficulties that you may be experiencing. The benefits of a maintenance agreement include:• 15% discount on repairs• Priority customer• Increased efficiency• Lower energy costs• Extended equipment life• Inhibits small problems from becoming large ones• Reduces the number and cost of repairs• The agreement is transferable• Friendly advice on energy conservation ideasThere is no doubt preventative maintenance saves you time, money and gives you the peace of mind in knowing your system is being properly maintained.For more information regarding our maintenance agreements and to schedule your appointment, please give us a call. |

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