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| |  |  |  |  | | --- | --- | --- | --- | | |  | | --- | | **City Plumbing, Heating & Electric, Inc.**  The Best Solution For All Your Service Needs  April 2014 Newsletter  318 Third Street - Hot Springs, AR 71913  Hot Springs: 501-623-3325 or Hot Springs Village: 501-922-3325  email: [cityplumbing@sbcglobal.net](mailto:cityplumbing@sbcglobal.net)  website: [www.cityplumbingandelectric.com](file:///C:\Users\lhenderson\Documents\Newsletter\www.cityplumbingandelectric.com) | | | | | |  | | --- | | **STONE COLD STEVEN ESTEVES**  My teacher at heating and air conditioning school told me that “a technician is only as good as his tools”. I believe that’s the truth and I also believe that the technician is only as good as his support staff. The office staff at City Plumbing, Heating & Electric are among the best in the business. We talk a lot about the training technicians receive and the years of experience but we don’t talk enough about the staff and professionalism of the office staff. The dispatchers are the customer’s first contact with a company and if they are not friendly and knowledgeable the customer is likely to look somewhere else. No company can survive without someone, much smarter than me, to balance the books. Everything from taking and dispatching calls, to balancing books, to ordering parts and equipment the back bone of every company is the office staff. I’m not saying that only to score brownie points with our staff but to point out that with City Plumbing, Heating & Electric you get the best support in the business. |  |  | | --- | | **ELWEN’S ENCOURAGEMENTS**  WATER ANYONE?  As American citizens we take our water for granted. We walk up to a faucet, turn it on and voilà! Out comes water. And, most of us have at least two bathrooms in our homes.  The United Nations says more than one billion people in our world have little access to fresh water and the World Health Organization states that 2.6 billion people don’t have adequate sanitation. According to the World Toilet Organization, an advocate for global sanitation and safe toilets, one in three people in the world does not have access to a toilet! Also, the World Plumbing Council reports that half the hospital patients in the world suffer from waterborne diseases!  Is clean water a luxury? The World Plumbing Council says clean water is possible in any nation where sound plumbing practices are in place and is a strong indicator of economic prosperity and political stability; therefore, the lack of clean water keeps “billions of people poor, sick, uneducated and ill-governed.”  It has been said that only 1% of the world’s water is drinkable by people. According to a conclusion reached during the United Nations water conference this past January another two billion people will need water by 2050 and the demand “could exceed 44% of available annual resources.” Will we run out of clean water?  Most of us will not or cannot do anything about the rest of the world, but what can we do here? Hot Springs, Hot Springs Village and surrounding areas have laws in place to protect our water supplies. Sometimes these laws are followed and, well, you know the rest. One such law is actually a federal law – backflow prevention. Backflow occurs when negative pressure gets in a water line and water is pulled into the line with possible contaminants. Those contaminants then enter back into our drinking water supply.  How is backflow prevented in our area? The device of choice and the best mechanical option is a Reduced Pressure Zone Assembly (commonly called an RP, an RPZ or an RPZA). The above mentioned municipalities require this device be installed in hospitals, funeral homes, car washes, packing houses, and on underground sprinkler systems (as well as other places). And, these devices must be checked at least annually by a certified tester.  So, is your yard sprinkler system protecting the rest of us with an RPZA? Do you have it tested annually? Do you hire unlicensed plumbers to install your plumbing fixtures or repair your plumbing lines? Are you concerned about others and your family’s health and safety?  City Plumbing, Heating & Electric can help! Our technicians are trained, licensed and concerned for your health, our water supplies and sanitation. Give us a call the next time you have a water or sewer issue. We are only a phone call away at 501-623-3325 or 501-922-3325! |  |  | | --- | | **CHARLES IN CHARGE**  HOME BACKUP POWER. COMFORT. SECURITY. COME WHAT MAY.  A permanently installed Generac home backup generator protects your home automatically. It runs on natural gas or liquid propane (LP) fuel, and sits outside just like a central air conditioning unit. A home backup generator delivers power directly to your home’s electrical system, backing up your entire home or just the most essential items.    Automatic Operation  Don't worry about having to be there to start and stop your Generac home backup generator. Because it does that automatically. Whether you're home or away.  Refueling Not Necessary  Your Generac home backup generator runs on your existing natural gas or LP fuel supply. Save the gas cans for your other outdoor power equipment.  Power Directly to Your Home  You'll never have to run an extension cord through a window or door again. Your Generac home backup generator safely delivers power right to your home's electrical panel. | |  | |  | | --- | | Jason Gannon, Gregory Baltz & Brandon Jones of  City Plumbing, Heating & Electric with Diane Bielanski, Valerie Derryberry, Pat Flestter, Irene Keith, Eyvonne Whipple & Jeannine Williamson with Altrusa International of Hot Springs Village.  The employees of City Plumbing, Heating & Electric were proud to make their February Giving Back to the Community donation to the Altrusa International of Hot Springs Village. We were so happy to be associated with someone making a difference in our community.  The Altrusa International of Hot Springs Village, AR, Inc. was formed in 2004. In the ensuing ten years they have contributed thousands of dollars towards their service projects in the Garland and Saline County areas. Two of their most ambitious projects are their Comfort Kits and the 4.0 GPA Student Recognition Luncheon.  When a rape victim is taken to Mercy Hospital, National Park Hospital or Saline Memorial Hospital, the police take all of their clothing as evidence. That leaves the victims traumatized a second time when they must leave the hospital in whatever clothing is available. The Comfort Kits include a set of sweat pants and shirt, a throw, panties, rubber-bottomed socks and toiletry items. They also include a hand written note to the victim expressing concern and love. Unfortunately, Altrusa has been called upon for far too many of the kits over the past seven years.  The 4.0 GPA Student Recognition Luncheon is in its ninth year. Altrusa invites students from Jessieville High School, Fountain Lake High School and Mountain Pine High School who attained a 4.0 GPA in the fall semester to be their guest at a luncheon in the Grand Ballroom of the Arkansas Governor’s Mansion. Over the past nine years they have hosted a luncheon for a total of 420 students. In the fifth year of the event, they began giving a $500 scholarship to Seniors who maintained a 4.0 GPA every year throughout their High School Career. To date 24 seniors have qualified for scholarships totaling $12,000.  In addition to these projects, Altrusa members have contributed both finances and volunteer hours at the Garland Literacy Council. They give a dictionary to every Third Grade student at Jessieville, Fountain Lake and Cutter Morning Star Elementary schools. Another major contribution is towards the Literacy Project to support the AR Symphony Orchestra and ASO’s concert in Hot Springs for all the area’s Fifth Grade students. Altrusa’s members also volunteer at the HSV Loan Closet and tutor at Jessieville School.  We are looking forward to having the opportunity to donate to the Arthritis Foundation for the month of March. In order to help our local charities, we encourage you to contact City Plumbing, Heating & Electric at 623-3325 or 922-3325 and schedule any service work that you may need. Not only will you receive outstanding, reliable service you will also have the opportunity to help one of these charities and you, too, can “Give Back to the Community” |  |  | | --- | | **C:\Users\lhenderson\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\8Q341KIW\MC900239207[1].wmfINVOICE SHOCK!**  This is what happens when you get charged “time & material” and the technician gets paid more the longer he takes. Only at City Plumbing, Heating & Electric do you get Straight Forward Pricing. This shows you the exact amount before the work begins so you can decide. Our technicians will even show you several low cost options so you can pick the right one for you.  You can be at peace and confident knowing no matter how long the job takes it still the same price you had approved! |  |  | | --- | | **GREGORY BALTZ**  ELECTRICAL HUMMING:  I just completed an electrical call with the complaint being “I am hearing humming coming from my electrical panel”. This is indeed a problem as well as in irritation. In this case, long years ago someone installed a doorbell transformer resting it in the bottom of the electrical panel below the breakers. This is a code violation and the customer wanted to change to a wireless doorbell. Solution: unwire and remove the transformer. In this case it should have originally been put in a separate box near but not in the panel.  But what caused the humming? Transformers and ballasts (lighting) that contain transformers are ways to make the voltage go up or down. In this case for a doorbell the transformers changes 120 volts to 24 volts. This is called a step-down transformer because it has the primary 120 volt coil and a 24 volt secondary coil. The windings wrap around a laminated steel core. 120 volt A/C goes in, magnetizes the core and the magnetic core electrifies the secondary wiring. Therefore, 120 volts becomes 24 volts. Humming is caused by the laminated plates moving against each other. All transformers will have a bit of this, none are perfect. When the noise / humming becomes excessive the transformer may be “on its way out”. It may work fine like this for many years. The question of “Is it excessive?” (Humming) is something you can half-way answer. Does it worry you and irritate you? You can ask an electrician for the rest of the answer. Excessive is not always good. We can help! |  |  | | --- | | C:\Users\lhenderson\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\FYPYGMFO\MC900351359[1].wmf**SPRINKLER START-UP SERVICES**  Winters can be hard on your lawn sprinkler system. It is important to have your Spring Start-up service professionally done to ensure proper operation. Having your automatic lawn sprinkler system operating properly in the beginning of the season is essential to maintaining a beautiful and healthy landscape year round. When temperatures are warm enough, we will begin the process of starting up and checking through the systems.  As a valued customer, you will automatically be placed on our mailing list so we can remind you about your Spring Start-Up Service and [Winterization](http://lawn.ecosystemsnj.com/solutions/winterization/) Service.  Your water meter should be unlocked and your RPZ device set out so it can be re-installed.  We provide the following Services:   * Start-up your sprinkler system. * Run through each zone to check for broken heads. * Check all sprinkler heads for proper rotation and adjustment. * Check for adequate coverage * Program controller. Please let our technician know if you have a preference as to what days and how long you would like the system to run. * Backflow device re-installed and tested, if required. * Fill out the paperwork for you, and submit the Form to the proper municipal water department.   Call us today to schedule your Spring Start-Up Service! | | |

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