



Warm thoughts

from CLYDE S. WALTON, INC.

fall 2009

PERSONALLY SPEAKING

changes for the better

Dear Friends,

Many of you have experienced firsthand the amazing difference in comfort, energy savings and safety that advances in technology have brought us.

These advances include ultra-efficient heating systems and environmentally friendly refrigerants. These fit nicely with the growing commitment of many people to make their homes "greener" and more energy efficient.

While some contractors are still playing catch-up in offering high-efficiency systems, we've been helping our customers "go green" for years—before it was fashionable.

That's why we're excited about the **\$1,500 federal tax credit** (a component of the 2009 stimulus bill) for investments in energy-saving home improvements. (See the article on page 4.)

No matter what comfort problem you face or what kind of system you're looking for, you can be assured we'll give you the

right advice to make a change for the better. That's what we did for Nancy L. of North Wales.

"I was extremely satisfied and impressed with the outstanding service I received with my air conditioner," Nancy told us. "It's no surprise that you have been around for so many years."

Besides expert installation service, we can also help keep your energy and repair bills under control with our **service plans** and regular equipment maintenance.

Please let us know what we can do to help!



Terry Walton

Warmly,

Terry Walton

P.S. Congratulations to the **winners of the mini-laptops** in our spring newsletter contest: **Caroline Beidman, Constance Pomilla, Terri Patrick, Sandra Hobart and David Marlin.**



using technology to serve you better

Some people are intimidated by technology. At Walton, we embrace it and use it to serve you better.

For example, we've equipped all of our fuel truck drivers and service technicians with laptop computers so they can retrieve information quickly, such as your equipment's service history and manufacturer's specifications. Our technicians' laptops make it easy for them to find the right replacement part among the 12,000 parts in our vast inventory.

We've also installed GPS devices in all our trucks so we can track and route our vehicles to serve you more efficiently.

We're offering paperless billing too! We can now email all invoices and statements to you. And you'll soon be able to pay your bills online. **The first 800 customers who sign up for electronic billing will receive a free grocery tote bag.**

WIN a Blu-ray Disc Player!

Enter to win this amazing Blu-ray Disc Player! You not only get unmatched picture and audio quality, you can also wirelessly tap into streaming entertainment, direct to your TV from the Internet. There's no need to replace your DVD collection—they just look better on Blu-ray.

Read this newsletter and answer the questions on the reply card or visit WaltonInc.com. All entries received by 12/31/09 with the correct answers will be entered in a drawing. **Five prizes will be awarded!**

No purchase necessary. A purchase will not improve chance of winning. See enclosed card for details.



\$400 value!

The **LG BD390 Network Blu-ray Disc Player** features integrated Wi-Fi Connectivity, Net Cast™ Entertainment Access and LG SimpLink™ Connectivity.

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**Do you have a
 "My Walton
 Story"
 to share?**

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info@waltoninc.com.

you can still get cash for your "clunker"



To encourage energy efficiency, the federal and state governments have been promoting upgrades to "green machines" with a number of buying incentives, including the wildly popular "Cash for Clunkers" automobile program.



you still have time

Although that program is now over, you still have a unique opportunity to "trade in" another kind of clunker—your inefficient comfort system—for high-efficiency green equipment and to **get an income tax credit of up to \$1,500.**

This tax credit is part of this year's federal stimulus bill, which is now funneling more than \$25 billion to energy efficiency and conservation programs. And Pennsylvania has set aside millions of dollars to expand the **Keystone Home Energy Loan Program (HELP)** to encourage energy efficient improvements.

cash rebates

If these government incentives aren't enough for you, check out the **cash rebates** our equipment manufacturers continue to offer. We have **special prices** on new equipment too.

Add it all up and **you could save thousands of dollars on your next equipment purchase!**

So if you want to replace your old outdated equipment, please contact us. We'll visit your home to discuss your equipment options and explain how you can qualify for a tax credit, rebates and other money-saving programs. *(See the enclosed flyer for more information.)*



we're prepared to look after you

Before the heating season begins, we fully stock our service vehicles with replacement parts so we can make repairs on the spot. Extra trucks and service vans are kept in reserve to make sure we always have enough vehicles to dispatch to your home right away when you need us.

We also schedule plenty of technicians to be on call after regular business hours, so we can respond quickly to no-heat emergencies.

(If you have a service agreement, we guarantee you priority service.)

And for our heating fuel customers, we always secure plenty of fuel, which is kept in our large-capacity storage terminals. This ensures that our fuel supply will never be compromised. We'll always have plenty of fuel to keep you warm, no matter how cold the weather.



save up to 25% on electric bills

When caps on electric rates expire in January 2011, Pennsylvanians may be subjected to extreme price volatility.

Here's a solution for offsetting price hikes: a device called the **KVAR EC**, which we can connect to your home's circuit panel. It enables motors in your electric appliances to return excess electricity to the circuit panel so it can be used again.

Since you won't need to draw as much "new" electricity from your utility company, you can **reduce your electric bills by as much as 25%!**

The KVAR EC is also a surge suppressor, protecting appliances and electronic equipment from power surges.

To find out more, please call us.