



warm thoughts

from CLYDE S. WALTON, INC.

fall 2009

PERSONALLY SPEAKING

quality service you can trust

Dear Friends,

In these difficult financial times, it's tempting to look for bargains. But there are right and wrong ways to save money on your heating expenses.

Every year we hear stories about how some fuel dealers try to lure new customers in with "special" deals, only to renege on their promises later—or in extreme cases abandon their customers altogether. (See article on pg. 3.)

But when you're our customer, you can always count on us to honor our commitments. We don't use gimmicks or play games to win over customers.

Our goal is to combine competitive prices with quality service you can trust. If you ever need emergency service, our highly skilled technicians are here to help you, 24 hours a day, 7 days a week.



Terry Walton

we're always here for you

Walton has been in business for nearly 90 years and we have dealt with volatile times before. We know how to help our customers get through the worst. That's one reason **Linda J. of Chalfont** has remained our customer.

"Walton is a great company to work with," Linda told us. "Everyone—from consultants and installation personnel to office staff—is very friendly and professional." We thank Linda, and all of our loyal customers, for your continued trust in us.

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?**

Email us at
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.



all you have to do is whistle

State regulations require all oil tanks to have a working vent alarm. Vent alarms prevent fuel spillage due to overfilling.

When our delivery driver is filling an oil tank, the vent alarm tells him when the tank is full. As oil flows into the tank, air in the tank is pushed

out through the vent pipe.

This rush of air through the vent alarm makes a whistling sound.

When the whistling stops, the oil has replaced all the air in the tank—and the driver knows your tank is full.

If you have questions about your vent alarm or concerns about your fuel pipes, please call us.

