

# Seasons of Comfort

Late Winter 2020



## personally speaking

### 2020 vision

Dear Friends,

**As we enter a new year as well as a new decade,**

we want you to know you can count on us to keep you comfortable in every season, and to help you minimize your heating and cooling costs.

We are always looking for ways to serve you better—such as keeping up with the latest technology and safety practices, and improving the way we operate—but we don't believe in change for change's sake.

We invest in our employees, choosing them with care and putting time and effort into training our technicians so that you always have an expert who is also a familiar face when you need our help and advice. We're a local company, and so are our people. Our customer-service representatives aren't in a remote call center—they know the neighborhood, so they can help you better.



Chris and Scott Walton

Our longtime customers know that we are a dependable full-service company, committed to providing competitive pricing, professional tune-ups, expert equipment

installations, true price protection, service plans and around-the-clock emergency service.

Our vision is to make a positive difference in your life, without your thinking about us too much. If you aren't thinking about us, it means we're doing our job right: quietly and without a lot of fanfare.

Thanks for trusting your comfort to us.

Warmly,

Chris and Scott Walton

### ask the expert

**Q: Are propane water heaters less expensive to operate than electric ones?**

**A:** Yes! Propane water heaters deliver more than double the hot water that electric tank heaters do—for about 30% less—so there's little chance of running out. You

can see even more savings with a Navien propane tankless unit: They heat water on demand, instead of keeping water hot until you need it.

**Install a Navien tankless water heater by March 31, 2020, and save \$350.**

These units are compact in size, provide superior energy efficiency and deliver an endless supply of hot water.



Rich Moyer  
Comfort Specialist

### a happy anniversary

**It's been a year now** since **Steph Wolf** (left) and **Devon Nase** (right) joined the Walton team, along with all the great customers of G. Nase and Son.

Steph has become our communications pro, maintaining and updating our customer contact information. Email is the way most of you prefer to get nonemergency communications from us, so it's important that we have your correct email address, as well as your home, work and mobile phone numbers.



Devon uses her years of experience in customer care to help educate customers on the importance and value of having a service plan. She's a wonderful bridge, giving all the former Nase customers a familiar point of contact, while providing invaluable advice and expertise to all Walton customers.

We're so glad to have them both, and hope they will be a part of the Walton family for many years.

## warm up to big savings

Looking for ways to save after the holidays? If your heating system is more than 10 years old, you're probably spending more than you need to on heating your home.

An energy-efficient **Energy Kinetics System 2000®** boiler can lower your annual heating bills by 30% or more. One of the most efficient oil-heating systems available, it's clean-burning,



and durable and reliable. Call us for a free estimate and ask about **12 months of 0% financing for qualified customers.**

Looking to replace your furnace? When you choose a new one from Lennox, you'll see lower heating costs and enjoy greater comfort, a long-term warranty and complete peace of mind.

Contact us today for details and more information.

Upgrade a **60% efficient heating system** to a new **90% efficient system** and **save about \$330 per \$1,000 of heat you use.**

## snapshot

**Johnny Cepiel** joined us as a propane-sales representative last April. Johnny stays busy connecting with new homeowners, providing them assistance and important information about Walton's services and the value of propane.

He brings to us nearly three decades' worth of industry experience.

"I spent more than 10 years as a service technician and installer before moving into sales. People feel comfortable with me because I can answer just about any question they have about propane equipment," he says.

Johnny is also sharing his vast knowledge and skills with members of our installation team.

"I'm happy to be here," he says. "There's a sense of tradition here. Walton's is a business that's been around for a long time and gets a lot of respect from customers and people in the community who appreciate the work we do."

Away from work, Johnny enjoys going on fishing and camping trips. He loves ice cream too!



PO Box 1669 • Lansdale, PA 19446



**Win a \$500 Visa Gift Card!**

See reply card for details.

**Congratulations** to Calvin & Dorothea J., of Lansdale, who switched to AutoPay, went paperless – and won an iPad in our fall drawing. And Sarah E., of Hatfield, won a \$50 Visa gift card in our Tech Photo contest.

Sarah's dog, Pilot, in front of Jeremy Edelman's service van



**Winter tip: Make sure your driveway is plowed and there's a clear path to your fill pipe after a snowfall.**