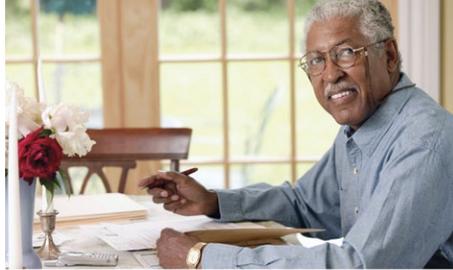




winter 2022



House Calls



PERSONALLY SPEAKING

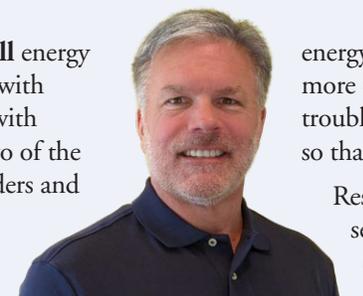
higher energy prices hurt us all

Dear Friends,

Once again, we're seeing **all** energy prices surge across the board, with lower global supply together with higher demand making up two of the driving forces. Wall Street traders and large investment banks have also played a role, speculating to suit their objectives.

We know how painful this can be for you. But people sometimes misunderstand how negatively a situation like this affects us as well. We don't make more money when prices rise—we make less. It's like when the cost of coffee or milk rises. It's not the local grocery store that is profiting.

We're hoping prices will go back down, but in the meantime, please talk with us about things we can do to help you reduce your



David O'Connell

energy costs or to handle payments more easily. And if you are having trouble with your bills, please call us so that we can work out a solution.

Rest assured that we have a secure supply and are doing everything possible to ensure that we can deliver — even if other companies cannot — no matter the cost or difficulty we face.

We thank you for your understanding, and we appreciate your loyalty during these tough times.

Sincerely,

David O'Connell

happy trails, Ed

All of us wish Ed Johnson congratulations as he embarks on a new phase in his life: retirement. After more than 40 years in the home comfort business as a service technician, he wrapped up his duties on November 9—his 70th birthday.

“I started with McLaren in 1976, and when Wilson purchased the company in 1997, I began working here,” says Ed. “It's been great. I do like helping people and talking with customers. A lot of them have asked for me when they need service, and that's an honor.”

Ed says it's not exactly good-bye. He plans to come into work to help out when we're busy. He also co-owns a wholesale supply house in Ardmore where he will work a couple of days per week.

Ed's two grandchildren work at the supply house, while Ed's son, Wayne, is the Installation Manager at Wilson.

“I guess it's in our blood,” he says.



Ed Johnson

hot or cold rooms can be “un-bear-able”

If you're a fairy tale fan, you know that Goldilocks would identify with this common home dilemma: This room is too hot, but this room is too cold. How can I get my room temperatures to feel just right?

One of the most common signs of poor airflow is when you experience hot and cold spots in your home. The reasons vary, from clogged air filters to leaky ducts to blocked vents and registers.

Please contact us so that we can help improve the airflow in your home. Our AeroSeal duct-sealing service may be the solution. Learn more on our website and then contact us to request a FREE duct-leakage inspection.



breathe easier

With **COVID-19 continuing to mutate** into new variants, you may be concerned about the air that you breathe at home. Please reach out to us.

We have solutions that can vastly improve the air quality in your home, making it a more comfortable and healthier place to be.

Wilson offers the most advanced air-purification systems, which can effectively remove viruses and other serious health risks.

In fact, recent studies have confirmed that one of our newest products, the **REME HALO® In-Duct Air Purifier**, **kills 99.9% of the COVID-19 virus** (It also kills bacteria, mold and other viruses).

Please read more about indoor-air-quality solutions on our website and then reach out to us so that you can enjoy clean, safe air inside your home.



snapshot

Welcome to Steve Fetter, who joined us in November as our new delivery manager. Steve brings 23 years of experience in the industry as a driver, dispatcher, operations manager and sales rep.



Steve Fetter

Steve's primary responsibility is to make sure all deliveries are made in a timely manner. He chose to work at Wilson for two main reasons.

"The fact that they are family-owned was important to me," he said. "I would never work for a corporation. Plus, I was impressed with the hundreds of positive Google reviews they have."

Away from work, Steve enjoys family time with his wife, two sons and two-year-old granddaughter.



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a balanced energy plan

Today, homeowners have access to multiple home energy sources, including ultra-low-sulfur heating oil, clean-burning propane gas, natural gas and electricity.

Even so, much of the public conversation recently has been about the electrification movement—the push to use only electric-powered home heating equipment. This is unfortunate because, as we try to make the most eco-friendly choices, **electricity isn't the whole answer.**

Electricity has valuable uses and some serious disadvantages, like its reliance on an aging electric grid that's prone to widespread power outages.



Alternatively, we have seen promising increases in the renewable content of traditional fuels like propane (**renewable propane gas**) and heating oil (**Bioheat® fuel**). These products promote a truly **carbon-neutral** future.

While lawmakers work to make our electric grid more reliant on clean, renewable sources like wind, solar and hydropower—instead of natural gas or coal—we need to embrace a balanced energy plan.

None of the four major home energy sources will disappear anytime soon, but we anticipate that continued innovations will expand greener energy. We owe that much to our children—and our planet.