

VINCENT'S NEWS

The 'Van-Go' Gallery



"Wherever you see a 'Vincent's Van Go' you know the job will be a work of art."

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Did You Know...

...that our 3rd Annual Vincent's News Drawing has bigger and better prizes this year? After the top 3 prize winners have been picked, 10 more people will be selected to receive a Bonus Prize: a free Combustion Optimization & Safety Inspection for their gas furnace or boiler. See the enclosed flyer for details.

OWNER'S CORNER

THROUGH MY EYES

As I write this this, we just had an amazing thing happen: the peaceful transfer of power from one US President and administration to a new one. However you feel about the results of the U.S. election, it is still impressive that we can 'pass the baton' peaceably in spite of great differences. For all of its flaws we have a remarkably stable

form of government. Over the past couple of years Vincent's Heating & Plumbing has also had a transition of leadership as well. This is in the area of our field management. Dave Frazier, our long time Service and Installation Manager, decided that he

wanted less responsibility. And who can blame him? He had been shouldering that amazing

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Here I am with our field leaders past and present. From left to right: me, Dave Frazier, Tom Jones & Michael Smith - Daniel Squires

"Don't Panic: The First Thing to Do In a Plumbing Emergency Before You Call a Plumber - Part 1"

I got a 9-1-1 call from my daughter in December when my wife Karen and I were out of state for a wedding. In a panic she told me the bathtub faucet was broken and would not shut off. What should she do? I had to talk her through how to find the water shutoff to solve it temporarily

until I got back. It made me realize that I hadn't prepared her for what to do in a plumbing emergency. But, thinking about it, very few people know what to do in a similar situation. What would you do if you were in the same situation? – or worse,

what if you discovered water leaking through your ceiling from a broken water line to an upstairs bathroom? In my daughter's situation it was not nearly as bad because the water was running into the tub. But in

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What to Do In a Plumbing Emergency (Cont'd from Pg. 1)

the case of water leaking through the ceiling there is damage being done to your house.

With water coming through the ceiling or a similar situation the first thing to do is to limit any further mess or damage to your house or property by stopping any more water from flowing. You do this by shutting off the water at your house main shutoff. (I recommend shutting off the water main first to solve the immediate crisis. You can always locate and try to use an individual shutoff later.) However the execution of that solution may not be easy.

First, you have to know where your house main shut off is. Do you know where it is? My daughter didn't – and as I discovered when we got home – my wife Karen didn't either. They both do now. Many homeowners don't know where their main water shutoff is. My biggest recommendation is that you locate it before you have an emergency. Also, show

everyone in the family where it is.

As it turned out, in my daughter's situation, the faucet she couldn't shut off was the hot side. So I was able to direct her by phone to find the shut off valve on the water heater inlet and have her turn it off. That way she at least still had cold water until I returned. (By the way – you should keep that in mind, too. You can turn off the hot water to the entire house at the water heater.)

Recommendation: Not only should you know where the main shutoff is, you should also make sure that it works. These can also become stuck or frozen and need a wrench to loosen them up to free the valve. This should be done for every shutoff valve in the house.

If the shutoff valve is stuck you can try to free it by loosening the stem nut with a wrench (not pliers that have 'teeth' that will damage the chrome plated finish). Hint: use 2 wrenches - one to loosen the nut and one

to hold the valve so you don't break the pipe and cause an emergency. Also, after you free the valve you will have to tighten the nut again so it doesn't leak at the nut. If you are unable to do this, see the Alternative Recommendation below.

ALTERNATIVE

RECOMMENDATION: Helping you locate your main shutoff valve and loosening up shutoffs are some of the plumbing maintenance tasks that our Plumbing & Home Safety Inspection was designed to help you with. Only available from February – May, you get 1-1/2 hours of a plumber's time to take care of your plumbing 'to-do' list. Plus you can mix and match it with home safety tasks like checking your water heater for safety or cleaning the lint from your clothes dryer vent. The cost is \$159 with no additional trip or service charge. Call and ask how you can save 25% on a Plumbing & Home Safety Inspection visit. –

- Daniel Squires

Read What Our Clients Are Saying...

VHP takes care of our heating, cooling, and plumbing, at our house and office building. Consistently SUPERIOR service every time. They're the BEST!! - **Bill, Port Huron**

From the first phone call thru the completion of work, every person on the Vincent's team that I dealt with was outstanding. It is rare these days to find a company that truly exceeds expectations on every level in providing such quality service... with a human connection that lets you know that your business is honestly appreciated. **Diana, Port Huron**

Through My Eyes (Continued from Page 1)

responsibility since 1989. That's a long time to be the number one field operations 'go-to guy' and technical backstop for all of the other technicians. But that duration of time is dwarfed by the comparison of how long he has been working at Vincent's Heating & Plumbing. Dave was the first technician my father, Ray Squires, hired after he obtained the company from Vincent Unte in 1972. (Yes, the same 'Vincent' in Vincent's Heating & Plumbing.) That kind of longevity and loyalty is impressive. And for which I am very grateful.

Fortunately, we have a talented team of technicians from which to fill the big hole that Dave opened up when he stepped down to join the ranks. This was important to me because I wanted to make certain that a change in leadership didn't affect the service that we provide to you and our other clients and friends. I wanted the continuity that could only come from those already a part of our company culture who understand how we do business and the importance of taking care of our clients.

And I found this new leadership in two customer favorites: Michael Smith and Tom Jones. As we have been growing and fine-tuning our operations, with the change in leadership I took the opportunity to take the responsibilities that Dave carried and divide them in order to further develop these areas. This was a natural progression as Michael had already been helping Dave in some of the management detail and office paperwork.

Next to Dave, Michael has the longest tenure of our technicians as next year, 2018, will mark his 20th anniversary with us. Over those years as a service and maintenance technician, Michael has obtained a wealth of experience and depth of knowledge that make him a perfect fit for our Technical Team Leader. So to the management detail and paperwork responsibilities that Michael had been taking care, Michael is now the lead trainer and technical 'go-to-guy' as the other technicians draw on his years of experience and expertise.

Tom, on the other hand, took a different path in the company. Coming to us 12 years ago, with a background in construction and management, with his attention to detail and passion for quality, he quickly rose to become our lead installer. Tom is a hardworking craftsman and a natural leader and manager. His skillset prepared him perfectly for the role he now fills for us as our Field Operations Manager. Both men have a passion to make certain that things are done right and that we take care of our customers.

And so the baton has been passed. Although seemingly timeless and able to work just as hard as ever, Dave is content in a role with less responsibility as his career winds down. We're fortunate to still have his knowledge and experience. And with the new 'team captains' - Tom and Michael - we haven't missed a beat or lost a step. Vincent's Heating & Plumbing is in competent hands and ready to take care of all your plumbing, heating and cooling needs.

-Daniel Squires

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Indoor Air Quality and Home Safety Word Search

C V R E I F I R U P R I A H R
R O T I N O M O C X O Z T U E
D U C T C L E A N I N G T M T
F R E E Z E A L A R M H R I L
R A D O N M A O I F G U I D I
F L S Y J G O R F I L P J I F
G G R R S T P L L B R Z X F R
E G N V B Y X V D L Z Y Q I I
F G V C Q S U K Z N S U W E A
R O T C E T E D E K O M S R Z

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Humor Section



A man went to a pet shop and told the clerk that he would like to buy a parrot. The clerk took him to the birdcage and asked which he would like. "How much is the yellow parrot?" asked the customer.

"That one costs \$2,500," said the clerk, and then, seeing the look of shock on the customer's face, continued, "but he's a very special bird. He can type one hundred twenty words per minute."

"How about the blue one?" the customer asked.

"The blue one costs \$5000, but he's also very special. He can type and answer phone calls, and he'll even take a message."

"And how about the green parrot?" asked the man.

"That bird costs \$12000."

"And what can he do?" the man asked.

The clerk replied, "I don't know, but the other two call him 'boss.'"