

Don't Flush Money Down the Drain

Flushing rust and mineral sediment from your hot water tank can help to increase the efficiency and life of your water heater.

FREE Plumbing Inspection with Hot Water Tank Flush For ONLY \$109

(\$169 total value)



Expires April 30, 2012. May not be combined with any other offer. Coupon must be presented at time of service for discount.

Refer A Friend

Our best advertising comes from word of mouth referrals from happy customers. For 25 years, we have built our business on these referrals. Our owner, Don Millard, loves to hear stories from our team when we put in new comfort systems for the children of people he installed systems for over the past two decades. Thanks to your loyalty, we have grown into one of the largest independent residential heating and cooling companies in the state.

We welcome referrals from you. As a token of our appreciation, we will send you a **\$100 gift card** when anyone you refer buys a new comfort system from us. Just be sure to have them let us know you sent them. We'll treat them right, and we'll treat you to \$100!



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WINTER 2012

HOT Stuff

Your Local Energy Services Newsletter courtesy of Bel-Red Energy Solutions



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Bel Red Named Best Contractor to Work For



Bel Red Energy Solutions was named 2011 Best Contractor to Work For in the West by The Air Conditioning, Heating and Refrigeration NEWS, a national weekly news magazine for the heating, air conditioning and refrigeration industry. "This is a huge honor for us", said Don Millard, President of Bel Red Energy Solutions.

One of only four national winners (one from each region of the United States), Bel Red was honored for creating a work environment that not only nurtures employees but also provides them with opportunities for growth and development. From the comments we receive daily, we

know how much you, our customers, appreciate and value our staff. We know they are the reason for our success, and we are glad to be recognized for all we do to support them – from training, to work schedules, to benefits and compensation. Among the many reasons that you choose to work with us, we hope that the exceptional work environment we create for our staff is one of them.

Bel Red has found success by hiring for attitude and training for skill. We have an extensive in-house training program for all of our

technical, sales, and support staff. Beyond the thousands of hours of in-house training we provide each year, we also offer tuition sharing or reimbursement for our staff to further encourage professional development. Once hired, we provide a career path for employees who desire one, striving to promote from within whenever possible. This not only helps with retention, but also helps us to attract the best possible candidates from the outset.

In addition to offering talented individuals exceptional career opportunities with room for advancement, competitive salaries, and exceptional benefits, we recognize the need for balance in the lives of all of our team members. In addition to

paid-time-off, we have structured our service work and on-call schedules to minimize the impact on our service technicians. By working 4/10's, each of technicians gets at least three days off per week. In addition, they are only on-call two days in any calendar month, in an industry where technicians can often be on-call two or more days per week.

According to Millard, "Bel Red is a leader in our industry because of our employees. We work hard to make this a great place to work and grow, and to ensure that our team members share in the company's success."

Thank you to all of our customers for providing us the opportunity to achieve this.

More information about this award, and the full article on Bel Red's winning culture and practices, can be found at <http://www.achrnews.com>.



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Windows and Insulation Completing the Picture for Comfort and Efficiency

As part of our mission to improve customers' comfort and energy efficiency, we recognized that we were only offering part of the solution through heating and cooling systems. In an effort to better meet your needs, we are pleased to now offer insulation and windows.

Bel Red partners with the best insulation and window manufacturers and installers to provide you with green solutions that save you money and improve your comfort. We also work directly with local utility companies to make sure you receive all available utility rebates when you make the decision to insulate or upgrade existing windows.

Because nothing is more important than the health of your loved ones, we utilize environmentally friendly insulation free of petroleum-based chemicals commonly used in other insulation products. Based on renewable materials, insulation from Bel Red does not contain phenol, formaldehyde, acrylics or artificial colors used to make traditional insulation.

When it comes to windows, Bel Red uses AAMA certified installers to provide you with solutions that enhance the beauty of your home, while saving you money and improving your comfort. We offer window options to fit most tastes and budgets, and most every window we sell meets requirements for utility rebates.

Like everything we do, we stand behind our work with the best guarantees in the business. Call us today for more information on these smarter solutions to your home's efficiency, comfort, health and safety issues.

Meet Phil Hendrickson, Licensed Plumber



A Journeyman Plumber, Phil Hendrickson has enjoyed building and fixing things from an early age; in fact, he began his first apprenticeship at the age of 14! Phil began working as a professional plumber at 20 years-old, and to this day, there is nothing he'd rather do. A true expert in his field, after graduating college Phil even ran his own plumbing company.

Phil loves the challenge that plumbing provides – with every home offering new problems to solve, and benefits he can provide. His passion for what he does, and for the people he serves, makes Phil a great addition to the Bel Red team.

Here to serve you with better products and smarter solutions, you can feel confident calling on Phil, and the other caring professionals at Bel Red, for all your home's plumbing needs.

Don't Live With a Drip!



Often times we learn to live with minor plumbing problems, but these little annoyances can really cost you!

- Leaky faucets that drip at the rate of one drip per second can waste more than 3,000 gallons of water each year
- A leaky toilet can waste 200 gallons of water every day
- Most plumbing repair calls are the result of clogged drains

Many of these problems can be avoided with regular plumbing maintenance. More complex problems like noisy pipes, foul odors, low water pressure, and even leaks can all be fixed with the right knowledge, tools and materials – and Bel Red's licensed plumbers are here to help.

For over 26 years customers have trusted Bel Red to meet to solve their heating and cooling problems with smarter products, better service and caring people. We bring these same qualities to your household plumbing needs.

Whether you need help with slow or clogged drains, leaks, drips, or any other problem, our team of licensed plumbers and highly trained professionals provide:

- Prompt, expert service
- Guaranteed work
- Exceptional value

Bel Red also offers annual plumbing maintenance. Let our highly trained professionals perform this annual maintenance on your home's plumbing system to keep your plumbing system working smoothly and help to minimize future repair costs. This service includes:

- Inspecting for leaks and corrosion in exposed pipes
- Testing household water pressure for indications of sediment build up or problems with water lines
- Check each sink, shower and tub drain for slow drainage which can indicate a clog in the drain or a blocked vent pipe
- Check the flushing handle and inside parts of the toilets to ensure they are working properly
- Testing gaskets and seals in toilets for water wasting leaks
- Inspecting caulking around tubs, sinks and toilets
- Inspecting and cleaning water heater burners
- Inspecting water heater vent pipes for safe operation
- Draining and flushing the water heater to reduce sediment build-up
- Inspecting washing machine hoses for cracks or leaks

Your annual plumbing maintenance can even be scheduled as part of your annual heating and cooling maintenance service. Contact Bel Red today for more information, or to schedule an appointment.

The GREEN Scene

Bel-Red is committed to doing our part to help conserve and protect the environment. In addition to the steps we are taking through our product lines, vehicle fleet management, and recycling programs, our newsletter will feature information on notable products and services, along with some simple things that we can all do that can make a difference in our homes, our neighborhoods, and in the world.

Get a Comprehensive Home Performance Evaluation AND a \$400 Rebate from PSE



It's more important than ever to protect your home, budget, and family. Let Bel Red help you: With PSE's "Home Performance with Energy Star" Audit Program, Bel Red will give your house a "physical," then prescribe the steps to make your home more efficient, safe and healthy. Independent research shows that over 90% of homes have hidden problems, causing:

- High utility or repair bills
- Hot or cold rooms
- Excessive dust, or dirt lines at carpet edges
- Dry or humid air
- Lingering odors

A "Home Performance with Energy Star" Audit from Bel Red takes the guesswork out of solving these problems in your home. We provide you with the facts about what are causing these and other problems, and identify permanent solutions to make your indoor living environment clean, safe, and comfortable, with the lowest possible utility bills.

Qualified PSE Customers can receive a rebate of \$400 on a Home Performance with Energy Star comprehensive whole home energy audit:

- Puget Sound Energy electric service customer
- Home built prior to 1990
- Complete "Home Performance with Energy Star" Audit
- Complete any combination of three qualifying PSE-rebated improvements (rebates are in addition to audit rebate).

**We're going green and moving to
electronic newsletters.
Don't miss out on the next issue – sign up online
today at www.belred.com/about-us/news**

Quick Tips

A Little Caulk Goes a Long Way

Aside from duct tape (which should never be used on ducts), caulk is one of the most versatile home maintenance/repair items known to man. Caulk can protect your home from damage, can seal air gaps, and help you save energy.

Caulks and other sealants come in many types and grades, and a trip to the home center for a tube of caulk can be overwhelming. So how do you choose the right one?

- Silicone adheres well to metal, glass and tile. Latex and Polyurethane caulks adhere better to wood.
- While most caulks are mildew resistant, mold and mildew can still stain cured caulk. A product with an added biocide may be a good idea.
- Water-based caulks can stand up to harsh weather once they cure, but they require a few days of ideal weather to set up. In cold weather, when polyurethanes become difficult to apply, most silicones work just fine.
- Caulk is not recommended for gaps that exceed 1/2". For larger gaps, spray foams may be better than caulk. Use polyurethane foams when they will be exposed to the outdoors or any moisture.
- No matter what kind of caulk you use, always follow manufacturer's guidelines.

Now that you know what kind of caulk you need, here are a few tips for using it to protect your home and save energy:

- Windows are one of your home's primary defenses against the elements. Check the caulk around your windows annually. Carefully remove any damaged caulk, and apply new caulk between the window and the exterior of the home.
- Gaps around door and window trims inside your home allow conditioned air to escape your home, costing you money. A thin layer of caulk here costs pennies, but can save you real dollars!
- Caulk around tubs and showers helps protect your home from water damage. Carefully remove any damaged caulk, and apply new caulk.
- Use expanding foam to seal the floor to wall connection in attached garages. This helps prevent dangerous carbon monoxide and other chemical pollutants from entering your home.
- Seal penetrations (plumbing, electrical, etc) from your crawl space, basement or attic into your home. Not only can this improve indoor comfort and air quality, it helps to save energy too!