

Waste Management Donates

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Since 2001, WM has provided almost \$19 million in EITC grants that help Pennsylvania students offset the cost of private school tuition and support outside-the-classroom programs for public school students. This year's funding also will provide assistance to children from under-performing school districts who wish to attend non-public schools. In the Fall of 2020, Grand Central Landfill Representatives delivered nearly \$25,000 in donations.

Ken Field

Owner of Slate Belt Energy Services

Exclusively in the Blue Valley Times

Trust is Essential

I am in the business of repairing things. When something can't be repaired, I will recommend replacement. That sounds pretty simple. But who makes the call about what can be repaired and how much money should be spent on a system that is already obsolete or on the brink of failure? That decision is best left to the homeowner. If they have all the information I can provide about their heating system, I will step back and allow them to make a decision based on their financial status and the plans they have for the future. I shouldn't even have to describe this process because it seems like a no brainer but in the last month or so I have seen some things that disappoint me greatly and heard some really shocking stories about what goes on during a heating service call. I have personally witnessed a furnace that was sabotaged by a technician and the homeowner was left with no heat for almost a week because they wanted to sell him a new system. I was able to avert that disaster but I'm sure it is more prevalent than even I can imagine. There are times when I will remove a furnace from service and deem it unsafe for use because of some major flaw. In the case of a failed heat exchanger in a furnace, there is no temporary fix and once I test it and realize the danger, I assume some liability whether I like it or not. But just because a furnace is old, doesn't mean it can be used. If all the safety controls operate correctly and there is no danger of carbon monoxide reaching the occupants, the worst case is that it may break down too often or that it is horribly inefficient. Neither one of those things means it can't be used or that someone needs to spend thousands of dollars to replace it immediately.

Inviting someone in your home to repair something puts them in a position where they know you have some level of confidence in them. Betraying that trust is the worst thing anyone can do because it reflects on the entire industry and not just on that technician or the company who employs them. I rarely point out shoddy work when I encounter it on a service call, I just make it right. In the case of the sabotage, I could not possibly find a way to explain it other than to tell the truth. No doubt that sale went down the drain for the other company.

Ken Field is the owner of Slate Belt Energy and Field's Service, Inc. As a certified energy rater and contractor, he is qualified to assess every aspect of energy usage and prescribe solutions to save energy. He can be reached at 610-759-6306 or email Ken@FieldsService.com



D&L Heritage Corridor received \$3,000 for environmental education



Big Brothers, Big Sister of the Lehigh Valley proudly accepts \$1,000



Wildlands Conservancy received \$2000 for educational programming



Pocono Environmental Education Center will continue environmental programming with \$2,500



Pocono Mountain United Way will be helping families with their \$15,000 donation