



## Ken Field

Owner of Slate Belt Energy Services

*Exclusively in the Blue Valley Times*

### Be Nice. And Warm

This one isn't about energy efficiency or even heating systems. It is about courtesy and customer service and also how to be a decent human being.

Nobody likes when their stuff breaks down.

Not the car, not the heating system, and never any other home appliance. If it is

something too big to take in for service or it is connected to the house, the only option is to call someone to fix it. Sometimes it

even happens at night or on a weekend. In the case of your heating system, you may

get a little uncomfortable. Does someone actually WANT to come to your house and

climb over the stuff you have stored your pitch dark basement to get to the furnace

and work on it? NO. Will they? Yes, of course I will because that's part of my job.

Water freezes at 32° F and that creates an emergency for a home if left unheated in

cold temperatures FOR A COUPLE DAYS. Putting on a sweatshirt at 9:00 at night and

going to bed with an extra blanket until someone can come to fix your furnace does

not violate any kind of code. It may very well save you some money though because no-

body works 24/7 without getting paid extra. When you do need to call for breakdown

service, you do not need to take your frustration out on the person who is going

to have to drop everything and pay you a visit. Unless it was sabotage, the problem

is either just wear and tear, or lack of maintenance. Finding a clogged furnace

that hasn't been touched at 9pm is no picnic. Even during the day an emergency

call will cause other work to be rescheduled because it takes a lot of time to clean a

furnace that's blocked from neglect. So you won't be the only unhappy one. A bad attitude

only makes things worse. When supply houses are closed, some parts that we don't

have on the truck won't be available either and that will surely mean a return visit after

they open and no furnace operation until then.

At the completion of the job, complaining about having to pay is the icing on the cake.

It's time to fulfill your part of the deal. It's not a time for negotiation or stories about

the disappearance of the checkbook. Just pay the tech and let them get to the next

job. General courtesy goes a long way to being able to rely on them in the future.

Happy New Year

**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**

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