

BENSONS HEATING & AIR CONDITIONING INC Better Because It's Benson's Comfort Line

Cool Times ... Hot News Fall / Winter 2008

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Dear Friends.

Thank you again for voting us Tallahassee's Best Air Conditioning and Heating Provider. The "Best of Tallahassee" award is presented annually by Tallahassee Magazine to the leading companies within their respective industries. We are honored to have won this award and I pledge that our company will continue to look for ways to improve our products and services. As I reflect back on the past 27 years and see how this company has evolved, I realize how far we have come, but still see a path for improvement. From our first slogan - Service Is Our Strong Point, Quality Is Our Best Point to It's The Right Thing To Do and now - Better Because It's Benson's, we have always focused on giving the best possible service to you, our customers and friends.

Effective communication and customer service make us unique and this is why we continue to reinforce the importance of these character qualities at Benson's. As an organization, Benson's employees understand the importance of putting our customers first. Our teamwork and motivation is best illustrated by our loyal customers' letters, emails and survey response cards. You give us the praise and constructive criticism we need to hear so that we can better serve everyone.

Benson Green and Benson's Heating and Air, Inc. believe in being environmentally conscious and we continue to look for ways to be a GREEN organization. The challenging global economic climate has encour-



aged us to personally and corporately evaluate all of our choices. While Green Initiatives save energy, material, labor, and money it has been interesting to note that at Benson's, the majority of the work we've performed this year is not coming from equipment "replacement" or what we refer to as "change outs" but rather from service and commercial construction. This has been puzzling to me because with the equipment and installation practices we use and the options of the Clean and Green home, changing old equipment can typically save our average customer enough money on utilities to pay for the entire replacement. Our 10 year

parts and labor warranty, Tallahassee's current rebate programs, and enhanced comfort and indoor air quality should make the replacement decision an easy one. With 12 months same as cash and a Benson's \$250 rebate check, there has never been a better time to replace your old equipment with a new Benson's system.

Please look through our newsletter for some new information about Living Green and the Benson's **Greenhouse Gas Offset** Program. Each time a new system is installed, Benson's will underwrite the purchase and planting of two longleaf pine trees at the Tall Timbers Research Station. This is just one of the ways we are giving back to our community and world. We are your community service company, giving back and doing all we can now to make our world a better place for us, our children and all the generations to come.





Energy Rebate Programs:

Get Paid When Purchasing New Appliances

The city of Tallahassee is currently offering rebates to residents who purchase energy efficient air conditioners, furnaces and heat pumps. Right now, by having energy efficient heating and cooling appliances installed in your home, you can receive between \$100 and \$700, depending on the appliance, from the city.

the right appliances and he will even complete the paperwork for you. After your new appliances are installed, all you will need to do is sign your form, send it to the city of Tallahassee utilities department and then wait for your check to come in the mail. To top it off, Benson's is

Your Benson's comfort consultant can recommend



C. Daniel Boyette Service Manager

currently offering a \$250 purchase rebate on any new Benson's installation. After your installation is complete, we'll send you a check for \$250.

Since the majority of energy used in your home goes to heating and cooling it, selecting higher efficiency equipment makes sense. Not only will you save money each month on your utility bill, you will help protect our environment; and right now, with these fantastic rebate programs, your initial investment costs you less! Give us a call for more information about the

city of Tallahassee rebate program or Benson's \$250 purchase rebate special.

Benson's is proud to be part of the team of contractors renovating Florida State University's Center for Human Performance Lab. The Center, located on FSU's campus at Mike Long Track, contains state-of-the-art technology used to capture and measure human performance, and performance improvement during learning, in real-world and simulated contexts. Upon completion of the renovation project which follows environmentally responsible design and building practices, the newly renovated "eco-smart" building will reduce the amount of energy and resource usage, save money on energy bills while improving its surrounding environment long into the future.

Commercial Projects

Bond Community Center	Bass Construction
Capital City Bank Trust Office	Cook Brothers
Florida State Hospital – Chattahoochee	State of Florida
Flightline Service Hanger	Albritton Williams
Florida State University – University Center Club	Rippee Construction
Florida State University – Ruby Diamond Auditorium	LLT Building Corp.
Gem Collection	
Greenberg Traurig Building	LLT Building Corp.
Goodwood Plantation Carriage House	LLT Building Corp.
Gold's Gym – Pensacola and Ocala	Artistic Perfection Drywall
Harstfield Elementary School	LLT Building Corp.
Legacy Toyota Collision Center	
Leon County Schools Tech Center	
New Leaf Market	Mad Dog Design and Construction
North Florida Community College – Buildings 5 & 6	Peter Brown Construction
The Printing House	Owner
School of Arts and Sciences	Rippee Construction
Springwood Elementary	Rippee Construction
Springhill Suites by Marriot	Kellog & Kimsey, Inc.
Westminster Oaks	
Wade Wehunt Pool Renovation	Concrete Services
Wakulla Bank's Woodville Branch	



BENSON'S is Not Only Going Green, We've Been Green for Decades!

For the past 27 years, we've recycled materials and products to help protect the environment. As an environmentally responsible company we follow the smart business practices listed below to respect and protect our world.

- Use a GPS dispatch system for our vehicles to reduce fuel usage.
- Provide laptops for all service technicians so they can provide electronic invoices.
- Archive invoices and reports electronically to eliminate unnecessary paper.
- Pay vendors electronically to reduce paper used to write checks.
- Deposit customer checks electronically to reduce trips to the bank
- Offer online services so our customers can pay their bills electronically.
- Collect and recycle scrap metals.
- Shred and recycle all paper, cardboard and wood materials.
- Utilize climate neutral R-410A refrigerant because it has no negative impact on our environment.
- Perform indoor air quality testing to measure chemical pollutant levels and poor air quality.
- Promote high efficiency systems to reduce natural gas and electricity consumption.



Benson's Greenhouse Gas Offset Program

For every residential system replaced with a new R410a system,

BENSON'S Will Plant Two Long Leaf Pine Trees in Your Name!

Tree plantings are part of Tall Timbers Research Station longleaf pine reforestation effort and will reestablish vegetation for natural regeneration.

Your 24 Hour Service Hotline:

562-3132

Just call and we'll happily prove our value to you.

- Benson T. Green



2008 Fall Promotions

Take \$250 Off any Existing Change-Out Proposal or any New Proposal Completed in September, October or November. *Valid from September 1 - November 30, 2008.





12 Months Same as Cash/Deferred Payment until MARCH 2009!

On Any Qualifying Equipment Purchase

Living Green How To Offset Your Carbon Footprint

Carbon
Footprints ...
Everyone's
talking about them,
but what are they?

Every person leaves a carbon footprint on our environment. This measures how much carbon dioxide we produce just by going about our daily lives. In other words, a carbon footprint is a measure of your impact on the planet.

Driving a car or simply flipping on a light switch both rely on the combustion of fossil fuels like oil, coal and gas. When these fuels burn, carbon combines with oxygen and is released into the atmosphere as carbon dioxide. Carbon dioxide molecules stay in our atmosphere for a century or more and soak up heat. As a result, carbon dioxide is considered a "greenhouse" gas and many scientists believe it is contributing to a climate change.

Cutting Your Home's Carbon Footprint

When you upgrade the efficiency of your home's air conditioning system, you can reduce your costs and carbon footprint at the same time. According to the Federal Energy Administration, over half (53%) of your home's energy is used for heating and cooling. Water heating accounts for another 17% and lighting, refrigeration and other appliances use the rest. The best way to cut your home's carbon footprint is to increase the efficiency of your heating, air conditioning, and water heating appliances.

Carbon Calculators, Carbon Credit Offsets and Carbon Neutrality

In addition to taking personal actions such as driving less, upgrading your heating and air conditioning

system, or turning lights off when you are not using them, there are other ways to "offset" the carbons released into the atmosphere.

Calculating your own carbon footprint will help to set a

benchmark. There are many web sites that have carbon calculators that convert easy-to-supply information such as monthly power usage and annual mileage into a measurable tonnage of carbon. (The United States Environmental Protection Agency (EPA) offers a free personal emissions calculator on their website

www.epa.gov/climatechange/wycd/calculator/) Gaining a better understanding of our own personal carbon footprints helps us to be

more aware of our own energy consumption.

Some individuals aim for carbon neutral lifestyle as they attempt to mitigate their own greenhouse gas emissions. In addition to conserving the energy they use, they may also purchase carbon offset units. Carbon offsets are an easy and inexpensive way to balance one's environmental impact by funding programs and technologies of prevent or sequester the emission of

that prevent or sequester the emission of greenhouse gases. Buying an offset could also be viewed as financially investing in projects that reduce emissions. Some examples are reforestation projects, updating

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"Outstanding service from the phone call to your office to Mark's installation and repair. He was polite, personable, and he took the time to explain the repair and the installation of my new thermostat. Top Notch! I will refer my colleagues."

- Brenda Jarmon

Win a Free Dinner for Two from Benson's

When you return your BENSON'S customer response card, you not only help keep us informed about the quality of our service and how we can improve – you can also win a free dinner.

We believe so strongly in the importance of customer feedback, that every card we receive is entered into a drawing to win a dinner for two valued at \$100. The cards provide us with invaluable information on how we can tweak our customer service to ensure that every need is being met.

So when you get your card in the mail, please send it in, and you will be automatically entered. Thanks again, and good luck!

Congratulations to Our Most Recent Winner:

Brenda Jarmon

How To Offset Your Carbon Footprint (continued)

power plants and factories or increasing the energy efficiency of buildings and transportation.

Benson's Greenhouse Gas **Offset Program**

Benson's is fully committed to "going green" and conducting business responsibly. We continuously look for ways to improve our corporate environmental impact and are pleased to support environmental projects that reduce greenhouse gas emissions or improve energy efficiency to contribute to a cleaner environment. To make a measurable difference, Benson's has partnered with a local environmental organization, Tall Timbers Research station, as a way to offset the impact of each new heating and air conditioning system we install. For each new system



installed. Benson's will underwrite the purchase of two longleaf pine tree

seedlings that Tall Timbers will plant as part of their longleaf pine restoration project at Tall Timbers.

Accounting for and reducing carbon emissions is an increasingly important part of life. Benson's encourages you to start counting your carbon emissions so you can make a measurable difference to our planet. There are many worthy environmental organizations that would appreciate your involvement. For more information about Tall Timbers Research Station dial 850.893.4153.



Thank You Tallahassee

With your dedication and votes for us, BENSON's has once again been named "Best of Tallahassee." Thank you for your guidance over the last 27 years, making us Retter at BENSON's Wasra provide that your dedication and votes for us, BENSON's has once again been named "Best of Tallahassee." Thank you for your guidance over the last 27 years, making us Better at BENSON's. We are proud that our volume of philanthropic efforts continues to increase as you reward us with your loyalty and referrals. Here is a list of some of the charities we have had an opportunity to donate to in the past twelve months.



American Cancer Society American Heart Association American Lung Association American Stroke Association **BB&T Charity Function** Bethal Missionary Baptist Church Big Bend Community Orchestra Big Bend Homeless Coalition Big Bend Hospice Big Brothers and Big Sisters Boys and Girls Club of the Big Bend Boys Town Buck Lake Elementary PTA

Canopy Oaks Pop Warner Football

Capital Area Healthy Start Child Advocates II

Childcare Network

Childrens Home Society

Chiles High School Baseball Boosters Chiles High School Football Boosters

Chiles High School Teacher Appreciation Chrome Divas of Tallahassee-Cancer Poker Run

Cystic Fibrosis Foundation

Del Archibald Memorial Golf Tournament Delta Kappa Omega H&S Foundation

Dyslexia Research Institute

Elder Care Services Fellowship of Christian Athletes

Florida Disabled Outdoorsman Association Florida Division 2007 Annual Cancer Fund

Florida High Baseball Boosters Florida High Football Boosters

Florida Sheriff's Youth Ranch

Fort Braden 10u All-Stars Boosters Friends of Maclay School

Goodwood Museum & Gardens Holy Comforter Episcopal School

Jefferson County Humane Society

Jim Moran Institute

Lake Jackson Volunteer Fire Dept. Lamoyne Art Foundation

Leadership Tallahassee

Leon County Humane Society Leon High Baseball Boosters

Leon High Volleyball Boosters

Lincoln High School Band Boosters

LivetheLife.org

Maranatha Christian School

March of Dimes

Maclay School Football Boosters Maclay School Genesis Dance Team

Miccosukee Youth Education Foundation

Mothers Against Drunk Drivers National Day of Prayer

North Florida Christian School Baseball Boosters North Florida Christian School Quarterback Club

Northwoods Baptist Church-Celebrate America

Open Door Women's Clinic Police Unity Tour of Florida

Pyramid School of Fine Arts

Refuge House

Relay for Life

Second Harvest of the Big Bend Springtime Tallahassee

Tallahassee Ballet Company Tallahassee Marine Institute

Tallahassee Memorial Healthcare Foundation

Tallahassee Music Guild Tallahassee Senior Foundation

Tall Timbers Research Station Tracy Biletnikoff Foundation United Way of the Big Bend

Wakulla Annual Childrens' Fishing Tournament

Wesley Foundation Young Life of Tallahassee Youth Leadership Tallahassee



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Send us your e-mail address if you would like to receive our special offers throughout the year: bensons@bensonshvac.com

TALLY AWARDS

Best Condi





Visit us online:

www.BensonsHVAC.com

In the Kitchen: Easy Pound Cake

Brandi Costa, Benson's customer service director shares her delicious and very easy to make pound cake recipe.

INGREDIENTS

- 1 Vanilla Cake Mix
- 1 box of Vanilla Instant Pudding Mix
- 4 eggs
- 1 cup water
- ½ cup oil
- ½ cup confectioner's sugar
- ¼ tsp vanilla
- ½ cup of milk
- fresh fruit (optional)

CAKE DIRECTIONS

Preheat oven to 350°. Mix cake mix, pudding mix, eggs, water and oil until well blended. Pour into greased tube pan.

Bake in preheated oven for 45 - 60 minutes or until top of cake is golden brown and toothpick comes out clean.

Let cake completely cool.

FROSTING DIRECTIONS

Mix ¼ cup confectioner's sugar and ¼ tsp of vanilla. Slowly stir in milk until icing reaches preferred consistency. Drizzle over cake. Top slices of cake with fresh fruit if desired. Enjoy with a cold glass of milk!

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