

SHEKELL EDGE

WINTER 2016-17

KEEPING CUSTOMERS COMFORTABLE SINCE 1978

J.E. SHEKELL, INC. PROUD TO ASSIST TRI-STATE FOOD BANK

At J.E. Shekell, Inc., we place great value on partnering with philanthropic agencies like the Tri-State Food Bank. Since we have always been a family-owned, locally-based company, this is work that's especially satisfying because we know these organizations exist to assist people in our community who need a helping hand.

In its 2014-15 Annual Report, Evansville-based Tri-State Food Bank (TSFB) reports one in five children in the Tri-State area live in food-insecure households, where adults and youth often don't know how they will get their next meal.

Out of this growing need, TSFB has evolved and stretched its efforts over the decades. With the help of hundreds of volunteers and many area agencies and service providers, the organization has created new and better ways to collect and store nutritious foods.

Reaching More People

Today, TSFB is reaching beyond its traditional distribution channels of brick and mortar outlets by expanding its mobile pantry program. These efforts involve loading trucks with food and taking them to areas known as "food deserts," where volunteers distribute the food directly to families who may otherwise go hungry.

TSFB reports that last fiscal year, it collected and distributed more than 8.6 million pounds of food through collaboration with 200-plus non-profit agencies in 33 counties in Indiana, Illinois and Kentucky. A significant percentage of these foods were perishable.

Storing Nutritious, Perishable Foods

These days, food banks collect and distribute much more than non-perishable food items. During its last fiscal year, TSFB distributed well over 2.5 million pounds of fruits and vegetables, nearly 813,000 pounds of meat, eggs and other proteins, and 189.5 thousand pounds of dairy products.

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**TRI-STATE
FOOD BANK**
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SHEKELL HONORED
With Coveted Angie's List Award

AND People & News

TEAM EARNS SIXTH CONSECUTIVE ANGIE'S LIST SUPER SERVICE AWARD

J.E. Shekell, Inc. has earned the home service industry's coveted Angie's List Super Service Award for the sixth consecutive year, reflecting an exemplary year of customer service to members of the local services marketplace and consumer review site in 2016.

This achievement is particularly significant as Angie's List experienced unprecedented member growth in 2016. More than 1.6 million consumers, many of whom were eager to quickly hire highly qualified service pros, joined Angie's List after the company added a new, free membership tier.

"Companies that can meet higher demands without missing a beat in their exemplary performance standards truly do stand apart from their peers," said Angie's List Founder Angie Hicks. "Only a fraction of the HVAC companies in Evansville and the Tri-State area were able to do it."

Angie's List Super Service Award 2016 winners have met strict eligibility requirements, which include an "A" rating in overall grade, recent grade, and review period grade. The SSA winners must also be in good standing with Angie's List, pass a background check and abide by Angie's List operational guidelines.

"My father started J.E. Shekell, Inc. nearly 40 years ago, and we've built our business on two strict standards: quality work and complete customer satisfaction," says company president Kevin Shekell. "This Angie's List Award confirms those standards remain."



ASK THE EXPERT

PROTECTING AGAINST CARBON MONOXIDE DANGERS

It is always unsettling to hear about tragedies that have occurred due to carbon monoxide poisoning in someone's home or a commercial facility.

At J.E. Shekell, Inc. we want to remind you that carbon monoxide (CO) is a gas with no smell, no taste and no color. This poisonous gas is extra dangerous because it is difficult to recognize.

What to know – Natural gas furnaces and natural gas hot water heaters emit carbon monoxide and other fumes that are created when equipment heats the fossil fuel that warms air and water in a home or facility. These gasses must be vented out of the building.

The danger develops when a system needs repair or when an obstruction like a bird or squirrel nest prevents proper ventilation in chimneys or vent pipes.

A cracked or burned-out heat exchanger on the furnace or an out-of-place, broken or clogged vent pipe on your water heater also can allow carbon monoxide build up in a home or facility.

Maintenance and Safety Checks Essential

Regular maintenance inspections are the only way to detect and correct any developing problems, and to discover existing situations that can cause great harm or death.

Talk to J.E. Shekell, Inc. about residential and industrial service plans that cover all the check points for preventing unsafe situations with carbon monoxide, natural gas fumes, and other harmful gasses. Twice-yearly inspection and maintenance is essential in safeguarding against potential problems.

J.E. Shekell's expert team conducts inspections using testers that measure carbon monoxide parts per million in the air. When the count exceeds nine parts per million – the accepted safety limit – they go to work on discovering the cause.

THE PEOPLE WHO KNOW!
J.E.SHEKELL
INC.
HEATING & AIR

Recognize the Symptoms

The Centers for Disease Control and Prevention offers these facts and reminders – and other life-saving information – on its website at <https://www.cdc.gov/co/faqs.htm>.

The most common symptoms of CO poisoning are headache, dizziness, weakness, upset stomach, vomiting, chest pain, and confusion. CO symptoms are often described as flu-like. Breathing concentrations of CO can cause unconsciousness or death. People who are sleeping or incapacitated by alcohol may die from CO poisoning before symptoms are recognized.

CO Detector: First Line of Defense

Install a battery-operated or battery back-up CO detector in your home and check or replace the battery when you change the time on your clocks each spring and fall. Install detectors throughout your home, including places where it will wake you up if the alarm sounds, such as your bedroom. Consider buying a detector with a digital readout. This detector can tell you the highest level of CO concentration in your home in addition to the alarm. Replace your CO detector every five years.

Call today and talk with the J.E. Shekell, Inc. team about home or facility inspections and service agreements designed to keep furnaces and other systems safe and in working order.



EMPLOYEE SPOTLIGHT

Pat Wolf Runs Finely-Tuned Service & Parts Operation

Our Service Parts Coordinator, Pat Wolf, is so much more than this title conveys. Pat is a master of operations in parts, delivery, inventory and overall service at J.E. Shekell, Inc. And he's been building friendships and professional relationships for our company since joining us 27 years ago.

Born the 11th of 13 children (10 of them sisters) on St. Patrick's Day, 1962, Pat's parents gave him the same name. An Evansville native, he attended St. Theresa Elementary and graduated from Mater Dei High School in 1980.

Pat came to our team in 1990 when J.E. Shekell, Inc. acquired George Koch & Son's service department. He arrived here along with his team-mates Phil Hartig, now our HVAC Project Manager, and Debra Canary, our Residential Agreement Sales Manager. After starting as a parts runner, Pat took a more strategic operations role as Assistant Service Manager. As he learned and improved procedures in every aspect of his department, it was only a matter of time before Pat would be promoted to Service Parts Coordinator.

"Pat's team is essential in keeping J.E. Shekell projects moving efficiently and cost effectively, and he is great to work with every step of the way," says Brian West from Johnstone Supply. "Pat makes our day; he is really a joy."

Not only does Pat coordinate and dispatch parts for two full-time drivers, he is also the go-to expert on part warranties

and returns, Service Department inventory & purchasing, stocking technician trucks, and finding those obscure parts that others cannot.

"Pat is so good at effectively integrating all the assistance his department provides, and that's unique," says Doug Hodges with Koch Air. "As a result, the level of service he and his team deliver is well beyond the norm."

In his spare time, Pat is an avid supporter of Mater Dei High School football and wrestling, and he loves horseshoes, clabber, golf, fishing and hunting in the woods. He and wife Vicki, married since 1989, have two children: son Jimmy is 24 and daughter Brittany, 22. Pat and Vicki enjoy spending time together with their 3-year-old granddaughter, Ryleigh.

Anyone who knows Pat, knows he has a heartfelt statement for people: "Love you long time." And he shares the declaration generously. Well, the same to you, Pat, from so many throughout the Tri-State.



COMMUNITY FOOD MINISTRY NEEDED QUICK SUMMER FIX

For nearly 30 years, the Evansville Christian Life Center has served a hot meal four days a week, every week. That totals about 55,000 meals a year! Through their hot meal program, ECLC has opened doors to lasting, deep relationships with the clients they serve and with the community. The ministry plays a part in helping people step out of poverty.

In the summer of 2014, the air conditioning unit broke in the Center's meal program facility and the weather was hot. The J.E. Shekell, Inc. team replaced the AC unit in short order, getting meal operations back under way in a much more comfortable environment for volunteers and guests!

Our company team values opportunities to work with Evansville Christian Life Center, where meals are served Tuesdays through Fridays from 11 a.m. to 12:30 p.m. to anyone who is hungry.

Companies or individuals who wish to volunteer can help by cooking, serving, cleaning and donating food items. Stop by the Christian Life Center at 509 S. Kentucky Ave. in Evansville during meal time; call the Evansville Christian Life Center at 812-423-9222; or visit restoringpeople.com/volunteer.



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Cover Story Continued

New Commercial Refrigerator & Walk-in Freezer

Of course, most perishable foods cannot be stored on a shelf; they must be preserved with reliable, consistent refrigeration or proper climate control. That's where J.E. Shekell, Inc. recently found the opportunity to assist TSFB.

Working in tandem with other area service providers, the J.E. Shekell team last year assisted in upgrading TSFB's central collection and storage facility on Michigan Street in Evansville. We felt privileged to install their new commercial refrigeration system and large, commercial walk-in freezer.

"Without reliable refrigeration, we're at risk of losing very valuable perishable foods – and to us that is a terrible waste," says TSFB executive director Glenn Roberts. "J.E. Shekell and the other service providers who took on this upgrade made their services affordable to our agency – and they put a lot of heart into the work they did for us."

A COMMUNITY THAT CARES

To learn more about donating, contributing services or volunteering for the Tri-State Food Bank, call 812-425-0775 or visit www.tristatefoodbank.org.



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