

# VINCENT'S NEWS

The 'Van-Go' Gallery



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OWNER'S CORNER

## THROUGH MY <sup>Your</sup> EYES

This month we're going to look 'Through Your Eyes' as we sample some of the comments that you shared about

Vincent's News on the "Drawing Entry Forms":

"Fun & Informative. I appreciate the time it takes to put a newsletter together & always enjoy receiving yours. Thanks for all the hard work!"

-Stephanie Bica

"Each issue of VHP News is useful information on many

things and I find it helpful in everyday care of my home. Thank you!"

-Dorraine Steenburg

"Very informative, enjoy word searches and humor. Love Dan's stories and the high level of service the techs provide. Entire operation goes above and beyond expectations."

-Lisa Plagens

*"Wherever you see a 'Vincent's Van Go' you know the job will be a work of art."*



Here are Jay and Rob with 1st place prize winner Bernard Lyons of Fort Gratiot with his new humidifier.

**THANK YOU!** ... for everyone that participated in our annual prize drawing. The top prize winners were: *Bernard Lyons* (1<sup>st</sup> place - humidifier), *Stephanie Bica* (2<sup>nd</sup> place - low-level CO monitor), *Dan Hardyman* (3<sup>rd</sup> place - Germicidal U.V Air Purifier) plus 10 more 'bonus prize' furnace maintenance recipients.

"Thank you for talking to us like real people (or a family member) in your newsletter. It reads more like a conversation than just a sales pitch. I  
**Continued Page 3**

## How to Avoid Cross-Contamination of Your Home's Water Supply

The big headlines about contaminated drinking water are typically about chemicals such as the lead in the Flint water system. But water systems in homes across the United States are

contaminated daily from cross-connections that occur because of poor plumbing practices.

The EPA defines a cross-connection as "Any actual or

potential connection between a drinking water system and an unapproved water supply or other source of contamination." Hundreds of people  
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### Did you know...

**Vincent's Heating & Plumbing can perform your annual irrigation system backflow test? See enclosed flyer for a special offer.**

## Cross-Contamination (Cont'd from Pg. 1)

across the US get sick every day with flu-like symptoms that are actually caused by the water they drink. Here are some examples of cross-connections and how you can avoid them:

Hoses left on older style laundry tub faucets that are immersed in sinks or buckets full of water pose a threat. The potential danger is that a temporary drop in water pressure – such as a water main break or a fire hydrant being used – could allow the hose to act as a siphon to pull contaminated water into the house water supply piping.

The same problem can happen with hoses left connected to outside faucets. A drop in pressure could allow the hose to siphon water from hoses left in hot tubs, swimming pools – or even puddles on the ground. Even worse, is when drinking water is contaminated from hoses that are connected to sprayers with window cleaning solutions or weed killers. Again, a temporary drop in water pressure can

cause these deadly chemicals to be siphoned into your water supply.

Newer style laundry tub faucets and outside wall faucets have built in anti-siphon protection that prevent such contamination from occurring, but it is still a good practice to remove hoses when not in use.

Modern faucets and sinks have an air-gap designed into them. Examine any faucet spout and you will note that there is a gap in the distance between the bottom of the spout and the rim at the top of the sink or tub that it is connected to. This is to avoid the possibility of any overflow from a backup reaching the spout. If you don't have an air-gap you should have this looked at by a plumber.

Another place where a cross-connection can be avoided is in your toilet tank. The head of the water fill valve (“ballcock”) needs to be above the water level in the tank. This is another example of an air-gap. Unfortunately, totally

illegal - but cheap - replacement fill-valves that do not have an air gap are available from hardware stores. These should be avoided and/or replaced. They can be easily identified because the fill valve is totally immersed underwater – there is no air-gap.

Finally, if you have an irrigation system, you should have a mechanical backflow preventer between your sprinkler system and your home's water supply system. By law – and by safe plumbing practices – backflow preventers need to be tested by a certified backflow professional annually.

Making sure your plumbing water system is safe and having your backflow preventer checked is another reason to have an annual Plumbing & Home Safety Inspection. See this month's flyer for more information.

- Daniel Squires

## Through Your Eyes (Continued from Page 1)

appreciate the info, sales notices, and the humor found in the VHP newsletter each month! Finally, mail I don't mind opening! Yeah!"

-Renee Pickering

"This issue was very eye opening to me. Being a recent widow, the plumbing emergency section made me stop and think that I don't have any idea where the shutoffs are. My husband did all that."

-Terri Doan

"I find Vincent's News informative, entertaining, and it's nice to hear about VHP's past and what they are doing for the future. Some of the information makes you aware of things you forget as a homeowner. Very impressed. Been with Vincent's since 2003."

-Mitchell Hickey

"It's funny because I not only enjoy reading it each month, but I take it to work to read on my breaks. When I'm finished, I leave it on the table and the other guys read it. And then sometimes we have "group" discussions about it. Too funny!!"

-Jim Hager

"I enjoy the Vincent's News, while being informative it also reflects the

attitude that the employees are the "Vincent's Family" and that is really nice. It makes for better employees."

-Elizabeth Goad

"Any news helpful to home owners on keeping the heart of the home beating in the right rhythm is a good thing"

-Steve Habermehl

"I enjoy and appreciate the informative information in the newsletter. I find it very useful. Also enjoy the silly jokes!"

-Sally Smith

"While down south our pipe burst in our living room. Our son called you and you were out the next day. The problem was taken care of mostly by phone and we were very happy with the outcome."

-Jean Meddaugh

"I so enjoy the "Through my eyes" and helpful hints and the humor section is a fave! The last one about the parrot had me laughing to myself for days. Keep up the good work!"

-Beverly Ryan

"I really enjoy reading your news. It is very helpful. I want to thank the

tech who helped me. He went above and beyond to make sure everything was done 100%. I really appreciate that."

-Donna Kalisz

"I look forward to it. It was a good article on emergency plumbing."

-Valerie Mason

"I always enjoy reading the informative articles that help me better understand the importance of maintaining my heating and cooling systems."

-Eric Archer

"Love the newsletter. Liked the information you put in about the first thing to do in a plumbing emergency. Good articles for single people living on their own. Keep up the good work. Good customer service."

-Barb Beckett

"The information and updates of new equipment and also your jokes. You also have wonderful employees, who are professional and very respectful."

-Edward Atkins

Thank you for all the kind thoughts

- Daniel Squires

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## Joe Louis Arena Farewell Word Search

Z P W E H P J C B N L Q C M X L B Z  
A K T O B O S L A I P W A O G D T U  
A R P H Z X C M S S Q U Z R O M G Z  
I A K W V C R K T N Q M O T R C F Q  
L I T T L E C A E S A R S S D C F K  
Y A T E Z O N O Z Y L A B D I A I K  
Q W D Y S L N V U A T Y F I E R L E  
O O G G E I J M S Z M O V L H T A L  
T T O Y O C T O P U S B W E O Y T V  
X O C Q O C I Z E K B B O N W E Y A  
D U Q I E M F B S Z J W T N E S X I  
P K V Q D N G E G V M H T A I Y A N

Hockeytown  
Gordie Howe  
Yzerman  
Octopus  
Zamboni  
McCarty  
Osgood  
Lidstrom  
Stanley Cup  
Little Caesars  
Al Sobotka

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## Humor Section



*The Most Reasons to be Your Best Choice*

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When do monkeys fall from the sky?  
*During Ape-ril showers!*

Can February March?  
*No, but April May!*

Why is everyone so tired on April 1?  
*Because they've just finished a long, 31 day March!*

What season is it when you are on a trampoline?  
*Spring-time!*

source: <http://www.jokes4us.com/miscellaneousjokes/weatherjokes/springjokes.html>