



# PAUPACK

PLUMBING - HEATING - AC  
DIVISION OF STRONG ENTERPRISES, INC

PA002918  
805 Church Street  
Hawley, PA 18428  
Phone (570) 226 1776  
Fax (570) 226 8105  
[info@strongenterprises.org](mailto:info@strongenterprises.org)

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Dear Valued Customer,

**Paupack Plumbing Heating & Air Conditioning is excited to introduce updated versions of our Service Agreement, which will affect all of our partners, friends, and customers.**

As the energy industry and our company have evolved, our team has shifted to focus solely on HVAC system design, installation, maintenance, and service. The new design and implementation of our Service Agreements will help us create the best experience possible for those who choose to partner with us. Paupack Plumbing Heating & AC continues to service oil equipment, propane equipment, boilers, furnaces, and air conditioning along with most other HVAC equipment.

Many customers who have a service relationship with Paupack recognize Jeff Bates from being at their house over the past 15 years. We are excited to announce that Jeff is now leading our service department as our service manager and working very closely with our dispatcher, Ashley Sutton, to provide a seamless process of updating our customer service agreements.

Our new service agreement will be offered in three (3) Tiers: Tier one is the yearly basic agreement that many of you are familiar with. Tier two and Tier three involve multiple stops at your residence during the year, depending on the customer's desire for multiple visits. [More details on the Tiers can also be viewed at: \[www.paupackhvac.com\]\(http://www.paupackhvac.com\).](#)

**The highlights of the new agreement are guaranteed 24/7/365 emergency service for heating and air conditioning along with most plumbing service calls, a 10% discount on all repairs, replacements, and installations, and notification of yearly renewals and schedule prompts.**

For more information on the Service Agreement and the Tiers, please contact Ashley at 570-226-1776 or [ashley@strongenterprises.org](mailto:ashley@strongenterprises.org).

**Effective January 1st, 2025:**

- After Hours/Emergency calls will no longer be available to customers without a Service Agreement
- Customers with current service agreements will be contacted for their yearly renewal as they come up
- All HVAC equipment at locations covered under a service agreement must be included in the agreement. Agreements for only specific equipment at a location will not be offered
- Customers who are not currently signed up for a Service Agreement but are interested in signing up should reach out to us by phone at 570-226-1776 or email Ashley at [ashley@strongenterprises.org](mailto:ashley@strongenterprises.org) to schedule an appointment for an evaluation of the HVAC systems at your location