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Newsletter

Issue #1 | December 2018 | Winter Edition

We have moved!

After nine years at our current location, we will be moving to a new and improved office space. We found our "little" office at 115 Donegani was a bit too cramped and noisy for our operations. Our new office is just down the street! Our big moving day was December 17th, 2018 to our new and improved location at 63 "C" Donegani. We look forward to greeting our customers in our spacious office in the new year!

Helpful Info

Did you know?

On our website we have an excellent tool called "Snow guide". It provides you with explanations and diagrams to important issues related to our snow removal operations.

[SNOW GUIDE](#)



The FAQ's scoop!

We have the answers to your questions and they are just a click away! Our website has a great frequently asked

Our AUTOTEL system will notify you of our last snow removal pass. Contrary to popular belief, we do not send this out at the beginning of the snow removal. As stated on the terms and conditions of the contract, we request that, "...vehicles parked in the designated snow removal area(s) be removed by 10am in order for our drivers to successfully complete clearing operations." This service is usually only used between 9am and 3pm and at our discretion. When your driver starts his final pass, a recorded message will notify you to remove all vehicles and anything in the driver's way. Customers who wish to subscribe to this service must call us at 514-630-3396.

Contact Us

Tel: 514-630-3396 | Fax: 514-630-5390

Email:

info@bo-pelouse.com

Online:

www.bo-pelouse.com/index.html

New telephone system to better serve our customers

In order to better communicate with our customers, we will be improving our telephone system. This will include how calls are triaged and directed so that our customers have better access to important information and updates. We will still have our excellent customer service personnel with additional options to better direct your call. This will include: snow removal operation updates, snow removal dispatch, customer service, and direct contact to specific people. We anticipate that our customers will appreciate the improved system and look forward to the positive feedback!

Coming soon! Online reporting system for issues

Starting in January 2019, we will be implementing a new online system for customers to report issues. This will be available on our web site. Customers will be able to log their particular issue and in return, be provided with a report number. The online form will have space for a brief description and a function to upload photos as necessary. The reported information will be directed to the supervisor for further investigation and follow-up. This will ensure we have full information and accuracy and as always, we will respond promptly!



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Family**



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