



WHAT AM I PAYING FOR?

In this edition of Chambers Plumbing & Heating: The Plumbing Chronicles- we discuss what goes into quote building & how pricing is decided

QUOTES & HOW THEY'RE BUILT

WITH THE ECONOMY...

Shifting into where it is today, folks are finding themselves looking for ways to find value in the products & services they use.

We completely agree & understand, & as small business owners, we feel the same pinch. Even though the economy shifts, services such as plumbing & heating are still necessary & unavoidable.

“QUALITY OVER QUANTITY”

People are asking themselves: **What am I paying for when I'm presented with a quote?** As a small business, we have no problem being transparent with our rates & what goes into them. We made the choice at the beginning of our business journey, to not charge hourly rates, for a good reason. Package pricing is more economical. Gone are the days where a price point meant that you could expect a service provider to be working for a certain length of time. Now, it's quality work with a short turn around time. **Quality** over **Quantity**. Which means less time waiting at home & more time enjoying your day.

But what else goes into quote pricing for a small business? Some of the regular business expenses include: The cost of advertising, the cost of materials, the cost to carry insurance, the cost to maintain & fuel company vehicles, the cost to pay employee wages (labour), the cost to have WCB coverage, the cost to have payment machines, just to name a few. All of which businesses have seen a price hike in, in recent months.

Experience, training, knowledge & expertise are also factored into the cost.

Now that you know what goes into creating quotes, the next question is:

Where is my money going after paying the invoice? The answer is, thankfully, simple. When you support a local small business, your money stays within your community. The money is spent on local taxes, on the local schools, is donated to local charities, & is spent on local vendors & groceries.

While the costs of literally everything seems to be climbing, **Chambers Plumbing & Heating** has made a conscious effort to not increase our prices as much as we could, in order to stay true to our promise that we made to ourselves & our customers when we began in June 2020. Our goal is & always will be, to be Plumbing Made Affordable.

While we do have to accommodate for some (unfortunate) inflation, we will not have our customers bear the burden of yet another high cost service. We will absorb as much of the cost inflation as we possibly can, guaranteed. That is our commitment to our community & our customers.

We will remain a No Fee Company, for you.