



STAYING TRUE TO OUR BUSINESS MODEL

In this edition of Chambers Plumbing & Heating: The Plumbing Chronicles- we discuss why we are changing the industry standards- one fee at a time.

CHANGING THE INDUSTRY STANDARD



“IT’S NOT STANDARD FOR OUR COMPANY.”

When we ultimately decided that we wanted to become **St. Albert’s ONLY No Fee Plumbing & Heating Company**, it was a decision based on multiple factors & industry research. While our first thought was to alleviate the financial burden on members of the community as much as possible, we didn’t want to just offer the regular discounts (Such as our Senior’s Discount & our Military Discount). We knew we wanted to & could do more. While we respect other companies & their decision to charge fees for their services & time, we uncovered a system that allows us to become successful as a small business, while ensuring those fees that are an “industry standard”, did not become standard for our company.

Why do we do it?

It’s simple. The basis of our company is to **help people**. What better way than to find ways to allow customers to keep more of their hard earned money? The stresses that at-home services can cause is something we absolutely understand & keep top-of-mind. In addition to our No Fee promise, we made the decision to also refrain from charging extra for evening, weekend & holiday appointments.

Service work is Service work- any day of the week!

We are incredibly thankful to every single one of our customers & our supporters. This amazing community has awarded us several prestigious awards recently (ThreeBestRated Top 3 Plumber for 2022, 2023, & 2024, The 2024 Canadian Choice Award for St. Albert Plumbers, & winning Platinum in 2 categories for the St. Albert Community Votes- just to name a few!).

We couldn’t be more proud to serve this wonderful community. We look forward to continuing to do so for many years to come!

WHILE FEES SEEM TO BE...

Everywhere, added onto everything, we feel that it’s not something that HAS to be a part of every company- & certainly not ours. After researching different business models, we ultimately decided to go “against the grain”.

Why should customers have to bear the responsibility of paying yet more fees in top of an already expensive service? As we have proven over the last 4 years, it doesn’t have to be that way.