

## Local family business is dedicated to customer service and community



Beacon Mechanical owners Keith (l.) and Nick Riggott confer with Service Manager John Brewer (r.)

by Carol Bressor

For close to 60 years, the Riggotts have been providing residents of their hometown and surrounding areas with heating and cooling services. Now known as Beacon Mechanical Service, the business prides itself on providing excellence in customer service. The family members carry this goal over to the several community organizations and programs of which they are a part.

In the late 1940s, the patriarch of the family, Clifford Riggott, began working as an oil burner technician. Years later he opened a full service heating company. It was known as Industrial Combustion and was located in Bloomfield. The company's clients were primarily from the commercial marketplace and included Granby's schools and town facilities. In 1971, Keith Riggott joined his father, rising through the ranks to take over ownership of the company in 1988 when Cliff retired. Industrial Combustion's reputation led to interest in the company and its eventual

purchase by Yankee Gas in 1996.

In 2001, Keith and his son Nick created Beacon Mechanical Service. Like his father and late grandfather, Nick uses his training and experience to expand the breadth of knowledge and professional expertise that their customers have come to know and expect. "When Nick and I decided to start Beacon, we wanted to create a local company that services our community as well as employs good local people. We also felt we could bring our commercial expertise to the residential market, giving our customers the kind of service from which many companies have benefited," explains Keith who is managing member of the company. Nick adds, "We really take pride in living here and that is why we work so hard for our neighbors. Our clients can count on us to take care of them like we would family."

In the eight years that Beacon has been operating, the Riggotts have strived to

make a real difference in the lives of area residents. "We've given our services to help families of servicemen and women, and also have done some pro-bono work for the less fortunate in the area," says Keith. Don't get me wrong, we are still a business, but it's giving back to the community that really makes a difference."

"When it comes to service, we push to stay on top of the latest technology so that we can help our customers reduce energy costs while improving comfort," says Nick. Keith adds, "Currently we are installing a geo-thermal system at the Holcomb Farm. This system uses the earth's relatively constant temperature to heat and cool, using 40 to 70 percent less energy than conventional systems."

"At Beacon, we constantly strive to be one source for home services," says Nick. Recently the company expanded to include full plumbing services, well pump installation and maintenance, sheet metal fabrication and duct work. "This gives us the opportunity to provide customers with all that they need to stay comfortable all year long," adds Keith.

Two years ago in an effort to increase services to the community, the company added a fuel oil delivery service. Viewing its website, [beaconmechanical.com](http://beaconmechanical.com), customers can see the current fuel oil price, take advantage of online ordering and view the unique Dare to Compare feature. The feature enables oil customers to compare the price of their recent fuel oil purchases with what Beacon was charging on the same day.

Keith Riggott emphasizes that the company is not an oil company. "Beacon is a service company first. Fuel oil delivery is just an added feature that we are proud

to offer," he declares. "We want to keep our company focused on improving our customer's equipment efficiency and reducing their fuel consumption." In addition, the staff at Beacon keeps educated on federal and state programs so customers are offered equipment that can qualify for additional savings in tax credits and rebates.

Besides being known for their business acumen and dedication to customer service, the Riggotts are known for their support of community and civic organizations. Grandfather Cliff was a long time member of the Lions Club and the Granby Ambulance Association. Keith has been a fixture at the sports field in town, coaching Little League baseball and soccer for over 15 years. Both Keith and Nick married their Granby high school sweethearts who also are active in Granby organizations. Keith's wife Patti is an active partner in the family business and supports many local charities. Nick Riggott's wife Jennifer manages the popular Granby shop, Top Drawer Consignment.



Cliff Riggott started out as an oil burner technician in the early 1940s.