

## Most Frequently Asked Questions about the Pre-Buy Program

### **Q What is a Pre-Buy Program?**

**A** Buying your propane in advance for the coming heating season.

### **Q How many gallons should I purchase?**

**A** Normally what you think you will use this winter, but if you don't know, we'll review your usage and recommend the number of gallons to be purchased based on your previous heating seasons.

### **Q What if I need more propane than the number of gallons I pre-bought?**

**A** That's okay, because any additional gallons needed would be billed at the prevailing market rate.

### **Q I am a metered customer, how will my monthly service charge be handled through the Pre-Buy Program?**

**A** Do not forget to add your service charge to your pre-buy amount. The charge will be \$6/month for the seven month period. (An additional \$42)

### **Q How can I pay for my Pre-Buy Program?**

**A** Cash, check, money order, and debit or credit card can be used to make your payment. Credit cards accepted include Visa, MasterCard, and Discover. To pay by debit or credit card, please complete and mail the form on the front of this letter.

### **Q What happens if the price per gallon of propane decreases?**

**A** Nothing, because you've pre-bought a supply of propane for the heating season, your price per gallon will not fluctuate up or down. Although it is unlikely that the price per gallon of propane will decrease during a heating season, it is possible.

### **Q What happens if I don't use all the propane I bought?**

**A** In May 2010, the dollar amount for any gallons of pre-paid propane not used will be refunded by check or a credit to your account.

### **Q If I used less propane than I purchased, can I just put the extra gallons toward the next year?**

**A** No. The money you paid is still yours, but propane must be renegotiated each year for quantity and price.

### **Q How will I know when I've used all the pre-bought gallons?**

**A** If you're a metered member, your monthly statement shows this information. If you purchase propane by the tank, you'll receive a statement after each delivery that shows this information. In either case, if what you used (metered members) or what we put in the tank (will call members) exceeds the gallons you pre-bought, you will be charged the applicable market price for the amount of propane not pre-bought.

You will receive a statement that will give you a breakdown of all deliveries from the time of purchase to current. This statement will show the number of gallons exceeding the pre-bought gallons and the total amount due. After receiving this statement, all deliveries received will be billed at current market prices and must be paid within our standard terms.



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