

Helmer's Fuel & Trucking, Inc.

PO Box 9 Main Street
Old Forge, New York 13420
(315) 369-3134 ***1-800-582-3032
www.helmersonfuel.com

Season of 2017/2018

Dear Valued Customers;

Well, aren't we just having a dandy of a summer?? Imagine how much snow we would have if it were winter!!! Hopefully it will warm up a little for our last few months!! As always, we would like to express our sincere appreciation for your business and remind you that we have propane and fuel oil safety pamphlets at the office, feel free to ask to have one sent, stop in to pick one up, or check out the information on our website.

We are now offering the 2017-2018 **Propane** Pre-Buy Program, with the current pre-buy price starting at **\$1.829/gal (cash price)**. Also, we are offering a propane lock-in program that locks a customer into a guaranteed price throughout the heating season. The current price per gallon for this is starting at **\$1.959/gal** with a \$50.00 participation fee. To participate in either of these programs you must have used a minimum of 400 gallons last year and your account must have a zero balance. If you decide to go with either of these programs, the contract expires or once you have used all of your gallons or March 31, 2018, whichever comes first. If the market drops or goes up, your price will **not** change. Only you can decide if you want to use one of these programs, it is not mandatory but it is still a contract none the less.

Though we experienced a very light winter last year, we need to express the importance of keeping your tanks shoveled out at all times, as well as paths to the tanks cleared. If you have underground tanks, they must be staked, please feel free to stop at the office and pick up a free tank marker if you do not already have one.

Did you know that Helmer's Fuel now offers a smartphone app that let's you view your propane tank level on your phone? The app, available for both iPhone and Android devices, works with a smart monitor from Tank Utility on your propane tank to send us your fill level remotely. With the app you can also review your past propane usage and get email alerts if your tank gets low. We'll install the Tank Utility smart monitor and sync it with our delivery system helping you to be confident that you'll always have propane. Increase your propane peace-of-mind and keep your family comfortable with our new tank level app and smart monitor today. Learn more at tankutility.com/helmersonfuel.

Also, if your tank is not shoveled out, a delivery will not be made and/or you will be charged \$25 for the extra time it takes the driver. If you hire a plowing service, please make them aware of this and to not plow to or over tanks. Again, please remember to always watch your tank in case of unusual usage or higher consumption, Will-call customers must keep in mind that we need at least 5 business days to schedule your delivery, so please give yourself ample time to let us know you need a delivery or call the office and get on an automatic schedule. Also, any will-call customer that runs out will have to pay a \$70 service charge for us to do a pressure test on your system per insurance regulations.

Once again, thank you for your support and business. If there is ever anything we can do to help, please feel free to call us at anytime.

Sincerely,
Amber LaFountain
Helmerson Fuel & Trucking, Inc.

Helmerts' Fuel & Trucking, Inc.

PO Box 9

Old Forge, NY 13420-0009

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www.helmertsfuel.com

Fall 2017

Please check one:

Pre-Buy Contract

I used more than 400 gallons last year and I am prepaying for more than 400 gallons _____
(\$1.829)

Lock-In Contract

I used more than 400 gallons last year and I am locking my price in for the season _____
(\$1.959)

Please return this letter with your payment noting any changes if necessary. **Payment is due in full within 2 weeks.** *Please note: NO CONTRACTS WILL BE ACCEPTED AFTER September 30, 2017.* Once you have used your gallons or on March 31st, whichever occurs first, your price will revert back to the regular-posted price.

Also:

- All service work and appliances, etc. invoices are due in full, 30 days of invoicing. Contract agreements will be void if these bills are not paid within the 30 days.
- **Use the statement to track gallons used, amounts due are sometimes off.**
- It is your responsibility as a Contract customer to keep track of any service, rental or other non-delivery charges each month
- The fixed price per gallon we have quoted you for the 2016-2017 season can only be guaranteed if we receive your payment within 2 weeks.
- All accounts can be monitored on our website once you receive a password. This should help clarify any delivery and/or financial confusions
- If a customer should change companies during the heating season or while the contract is in effect, there will be a tank pick-up fee of \$70 as well as a \$100 handling fee for the account.
- If you have money left on your account at the end of the season, it will remain there until the following season, refund checks will **not** be issued.

Please print clearly!!

Name: _____ Account #: _____

Gallons being bought (pre-buy only): _____

Amount enclosed: \$ _____

Signature: _____