



LakesGas.com

## IMPORTANT INFORMATION ABOUT OUR PRICING AND PAYMENT PROGRAMS

Dear Valued Customer,

So much in our world remains unpredictable. We don't want your propane bill to be a part of that.

That's why we encourage you to take advantage of our most popular programs. These could be very helpful this year. Thousands of Lakes Gas customers find that these options make it easier to manage their propane expenses and add predictability to their lives.

### Option 1: Pre-Buy with Locked-In Price

This past winter, our Pre-Buy customers saved significantly when prices rose over the course of the year. This year, our Pre-Buy Program begins July 15.

- ▶ We'll recommend the number of gallons you will need for next heating season.
- ▶ You can then either submit payment in full or opt to pay in three installments.
- ▶ Enrollment begins in July. If you've done Pre-Buy before, the best way to enroll is through your online account; this ensures you will get the best price.
- ▶ If you can't/don't want to enroll online, and you **did** pre-buy last year, you will receive a new contract in the mail.
- ▶ If you **did not** pre-buy before and want to enroll this year, contact us and we will mail out your contract.
- ▶ Installment plan available at a slightly higher price. Call your local branch for details.

### Option 2: Budget Program with FREE Price Cap

This program divides your estimated annual propane costs into 11 equal payment periods, due on the 10th of each month. The propane price represents the current **discounted** retail market price at the time of delivery. Although your price is subject to move up or down with the market, we put a cap, or ceiling, on your price at no extra charge. Budget Program customers saved when propane prices rose last winter because their price was capped at a lower price. Our Budget Program begins July 1.

- ▶ The first monthly budget payment is due in June.
- ▶ If you were on this program last year, **you don't have to do anything**. You're automatically renewed.
- ▶ If you have a balance due, you will get a bill; if you have a credit, we will apply it to this year's program.
- ▶ If you want to enroll for the first time, call your local branch.

Please review the enclosed brochure and see whether you would feel better if you enrolled in one of these programs. It makes sense to handle this now—before market prices get any higher.

We know you look to us to keep your home warm and safe, no matter what winter brings. Rest assured that when you put your confidence in us, we deliver.

Sincerely,

*Your Friends at Lakes Gas*

PS: If you want to add even more worry-free protection, ask us about our tank monitor program.

See reverse for common FAQs

# FAQs

## Frequently Asked Questions About Our Pre-Buy Program

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### **Q: HOW DO I PRE-BUY WITH INSTALLMENTS?**

**A:** You pay 50% of your total amount due at the beginning of the agreement; 30 days after that, you pay another 25%. The remaining 25% is due 60 days after the start of the agreement.

### **Q: WHAT HAPPENS IF MARKET PRICES DROP AFTER I PRE-BUY MY PROPANE?**

**A:** It's not possible to give you a lower price after you have already contracted for your propane because we have already purchased it for you. When you Pre-Buy, you are protected from any cost increases due to heavy winter demand.

### **Q: WHAT HAPPENS IF I DON'T USE ALL MY GALLONS?**

**A:** At the end of the season, you will receive a credit to your account for the cost of any undelivered fuel.

### **Q: WHAT IF I NEED MORE FUEL THAN I HAVE PURCHASED?**

**A:** We will charge you our competitive market rate for any deliveries you may need after your supply of pre-purchased fuel is used up.

### **Q: CAN I ENROLL BY GOING TO YOUR WEBSITE?**

**A:** Yes. In fact, we recommend it! If you experienced difficulties with online enrollment last year, don't worry, we've fixed these technical glitches.

## Frequently Asked Questions About Our Budget Program with Price Cap

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### **Q: HOW DO YOU CALCULATE MY MONTHLY PAYMENTS?**

**A:** We set your price 15-cents-per gallon over the current retail market propane price. We find this is the best way for you to achieve zero balance due at the end of the program year. If we determine later in the program that the monthly payment is not enough or too much, we will adjust the budget amount accordingly.

### **Q: WHEN DOES THE PROGRAM START?**

**A:** The program begins in July and runs through May. June is the "catch-up" month.

### **Q: HOW DOES A PRICE CAP WORK?**

**A:** A price cap is a program that puts a "ceiling" on how much you will pay for your propane throughout the heating season. This also allows you to benefit if propane prices go down instead of up. If our competitive market rate is lower than your ceiling price on the day you receive a delivery, you'll pay the lower price.

### **Q: WHAT IS THE CURRENT CAP PRICE?**

**A:** You can call your local office for my details. The price cap fluctuates on a daily basis until your contract is in force.

## General Questions

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### **Q: WHAT PAYMENT OPTIONS DO I HAVE?**

**A:** With either program, you can make your payments by check, credit card or with Electronic Funds Transfer (EFT) through your bank.

### **Q: DO I HAVE TO CALL FOR MY DELIVERIES?**

**A:** No, not if you sign up for automatic deliveries. Both pricing programs include the option of automatic delivery. With this FREE service, we use heating degree days and your previous fuel usage to determine when to make deliveries without the need for you to call in. If interested, call your local branch.

### **Q: WHY DO YOU RECOMMEND TANK MONITORS ALSO?**

**A:** When you use automatic propane delivery, a wireless tank monitor makes it easy for us to know if your usage is up or down from your usual patterns. This tells us when you're ready for your next propane delivery, and keeps you from ever having to worry about a run-out. The monitor is available for a nominal monthly fee.