



Eastern Propane & Oil
 PO Box 1800
 Rochester, NH 03866
 603-332-2080
 800-523-5237
 www.eastern.com

Account Summary

| Customer # | Ship to # | Invoice # | Invoice Date | Due Date | Amount Due |
|------------|-----------|-----------|--------------|-----------|------------|
| 1234567 | 1234567 | 001234567 | 4/21/2010 | 5/21/2010 | \$859.33 |

Invoice for services at:
 John Q. Smith
 123 Main St
 Someplace, US 12345

Meter #: 57805
 Reading Date: 4/15/2010
 Starting Reading: 10,000

Ending Reading: 12,000
 Total CCF: 2,000 = 3249 gal.
 Days Between Readings: 30

Late charges of 11/2% per month may be charged to all balances over 30 days. Annual minimum charge applies. Terms net 30 days from invoice date.

Has your fuel usage changed?
 Added an appliance?
 Please let us know so that we
 Can insure adequate fuel supply.

3 IF YOU INCUR SERVICE WORK CHARGES, SERVICE CONTRACT CHARGES OR FUEL DELIVERIES OUTSIDE OF THE PRE-BUY PERIOD, YOU MUST PAY THE INVOICE FOR THESE CHARGES IN ORDER TO MAINTAIN PROPER CREDIT OF PRE-BUY FUNDS

Thank you for your payment received on 03/23/2010 for \$326.65

| Date | Description | Qty. | Price | Total |
|-----------|---|--------|---------|-------------------|
| | 4 Previous Balance | | | \$47.65 |
| 4/20/2010 | Propane | 58.60 | \$2.86 | 5 \$167.60 |
| 4/20/2010 | Oil | 147.80 | \$2.599 | 5 \$384.13 |
| 4/20/2010 | Blue Ribbon Service Protection Plan | | | 5 \$259.95 |
| | Totals This Invoice | | | \$811.68 |
| | 2 Amount Due | | | \$859.33 |
| | 6 Prompt Pay Discount | | | \$17.71 |
| | 7 Net Amount Due If Received By 5/6/2010 | | | \$841.62 |

Thank you for your business!

Make payment by check or credit card & manage your online account at Eastern.com

Please detach and return bottom portion with your payment. Bring entire invoice if payment is made in person.



Eastern Propane & Oil
 PO Box 1800
 Rochester, NH 03866
 603-332-2080
 800-523-5237
 www.eastern.com

For phone or address changes, check this box and note changes below or email us at cs@eastern.com.

JOHN DOE
 123 MAIN ST
 ROCHESTER, NH 03866

| Customer # | Due Date | Amount Due |
|---|-----------|-------------------|
| 123456789 | 5/21/2010 | 2 \$859.33 |
| 6 Prompt Pay Discount | \$17.71 | Amount Enclosed |
| 7 Net Amount Due If Paid By 99/99/9999 | \$841.62 | |

Send Payment to: **8**

Invoice#
001234567

Eastern Propane & Oil
 PO 1234
 Lewiston, ME 01234

Guide To Your Invoice

- 1 Due Date** Terms are 30 days from the invoice date. Applies to new charges on this invoice only.
- 2 Amount Due** Reflects previous balance, plus new transactions reported this invoice, before any available discount is applied.
- 3 Important Messages** Information pertaining to your invoice.
- 4 Previous Balance** Reflects all payments recorded up to the invoice date. Please disregard if payment has already been sent.
- 5 Transaction Total** = Qty. X Price (before any available discount is applied)
- 6 Prompt Pay Discount** Represents available product discount for this invoice only. If your payment will not arrive by this date or if the discount date has passed, please remit payment in full.
- 7 Net Amount Due** Includes eligible prompt pay discount IF payment is RECEIVED by date shown.
- 8 Remittance Address** This address is best used when your remittance slip is enclosed. Payments without the stub from your invoice or bank online payments are expedited by mailing to:

Eastern Propane & Oil
 PO Box 1800
 Rochester, NH 03866-1800



Propane & Oil Since 1932

Customer Responsibilities

Thank you for ordering propane from Eastern. It is important for you to know what YOUR own responsibilities are with respect to your gas system. For the safety and protection of you and your family, please read the following statement of responsibilities:

- You are responsible to make sure that only qualified technicians install, service, repair, maintain and inspect the gas appliances and piping system inside your house or business and/or on your property. Eastern offers these services if you specifically order them from us. Other qualified technicians can include gas-certified plumbers, heating and cooling contractors, or appliance service companies.
- You are responsible to have your entire gas system, including all piping and appliances, checked by a qualified technician at least once a year. Eastern offers these services at your expense, if you specifically order them from us. However, if you do not ask us to conduct an annual check of your entire gas system, we will assume that you have hired another company to do this for you.
- You are responsible to read the safety literature that we provide to you about propane, and to follow the recommendations contained in it. You are responsible to share all of this safety information with every member of your household.
- You are responsible to immediately report all gas odors in your house or on your property to us or your local fire department immediately. If you have installed one or more electronic gas detectors or carbon monoxide detectors in your house, you are responsible to immediately report all gas or carbon monoxide alarms to your local fire department or to us. When you call us, you are responsible to strictly follow the instructions that we give to you, and to ensure that all family members and occupants of your house do so as well.

- You are responsible to provide written notice to us of all repairs, modifications, alterations or installations of gas appliances, piping, fittings or valves inside your house. If you provide such notice to us, we assume no duty to inspect, maintain or repair the appliances, piping, fittings or valves unless your notice includes a specific request for inspection, maintenance or repair and we agree to perform the same.
- You may never turn the valve on your propane container on. Whenever the valve is turned on, a leak check must be conducted on the entire piping system. This is required under the National Fuel Gas Code, NFPA 54. The leak check should be conducted by Eastern or by another qualified service company.
- You are responsible for contacting Eastern for a copy of our responsibilities. Thank you for ordering oil from Eastern. It is important for you to know what YOUR own responsibilities are with respect to your oil system.
- You are responsible for your entire oil system, including the furnace, tank, piping, venting and vent alarm. You are responsible to make sure that only qualified technicians install, service, repair, maintain and inspect the oil system inside your house or business and/or on your property. Eastern offers these services if you specifically order them from us.

All orders and deliveries of fuel and services from Eastern are subject to the terms and conditions of your customer agreement with Eastern. If you do not have a current customer agreement in place, then the terms and conditions of Eastern's current customer agreement apply.

We have previously provided to you the booklet *Propane Safety*, which contains important safety information for you and your family. If you need another copy, please contact your local Eastern office immediately.

Billing & Customer Care

There are a number of ways to reach Eastern: Customer Care Representatives are available to provide personal assistance Monday through Friday from 8am-5pm.

Call us at: 1-800-523-5237
Visit our website: www.eastern.com
Email us at: cs@eastern.com
Or write us at: Eastern Propane & Oil
PO Box 1800
Rochester, NH 03866-1800

Emergency Service

If you have an emergency or require unscheduled maintenance or delivery during our non-business hours, please call us at 1-800-523-5237. **On-call service/delivery rates & fees may apply.*

Repairs

To schedule cleanings, repairs or other routine service, please call the number on the front of this form.

Moving or Selling Your Home?

To discontinue your oil or propane service, please call 1-800-523-5237 (at least 14 days prior) to arrange a date. If you do not own your propane tank, we must conduct a "final reading." Propane remaining in tanks owned by Eastern should NOT be pro-rated in your real estate closing.

Change of Phone Number or Mailing Address

To change only your mailing address, follow the instructions on your payment remittance slip, email us at cs@eastern.com or call 1-800-523-5237.

Past Due Accounts or Credit Questions

Make payments, report payments or make arrangements on a past due balance by calling 1-800-470-4445 Ext. 1600.

Refunds

Closed accounts with a credit balance may be entitled to a refund. Please call or email us at cs@eastern.com to confirm your current mailing address and request a refund.

Budget & Payment Plans

Sign-up any time to pre-buy, cap and/or spread your future fuel costs over equal monthly payments.

Payments Without a Remittance Slip

Payments without the stub from your invoice or bank online payments are expedited by mailing to:

Eastern Propane & Oil
PO Box 1800
Rochester, NH 03866-1800

*Be sure to reference your customer number.

Sales

Our Energy Consultants are here to help you make choices that are safe, cost-effective and in your best interest. Free on-site consultations mean you never have to go it alone. We offer the sale and installation of appliances and equipment including central home heating systems, water heaters, fireplaces and space heating solutions. Call the number on the front of this form and ask to speak with an Eastern Energy Consultant today.

eBill Services

Access your account online at eastern.com. Make payments by check, savings, credit or debit card. Go paperless, monitor delivery status, manage your user profile, set up automatic payments, request delivery or service, and more.

Meter Readings

Your meter is scheduled to be read each month but can occur on different days each month. An estimated bill is rendered when we are unable to read your meter. When an actual reading is obtained, billing will be adjusted (if necessary) to reflect actual usage. If you wish to report a reading, please call us at 800-523-5237.

Delivery Schedule

Our forecasting system calculates your need for delivery based on degree days and your usage. To request automatic delivery, stop automatic delivery or report a change in usage, please call us at 1-800-523-5237. Allow (5) five business days for scheduling and fulfillment of "Will Call" delivery requests.

Prompt Payment Discount

This discount applies only to fuel product and is allowed off market rates when payment is applied to your account by the discount date shown. If your payment will not arrive in time, please call 1-800-523-5237 or visit www.eastern.com to make a payment up to the discount date. Discounts will be applied when payment is posted to the account. If the discount date on your invoice has passed, please remit payment in full.