

Answers to questions about our programs

Q: How do you come up with my monthly E-Z Pay payment amount?

A: We estimate your expected fuel needs based on your past fuel usage and multiply this number by the projected price of heating oil for the coming season. The total amount is then divided by 11 months.

Q: What happens if my actual fuel bills are higher or lower than my E-Z Pay amount?

A: If our estimate is too high or too low, we can adjust your monthly payment accordingly.

Q: How do I pay you?

A: You will receive a statement at the same time each month, and you will have the option of paying by check, credit card or our electronic funds transfer program.

Q: How does my 2% rebate work?

A: We will automatically pay you a 2% rebate, calculated on an annual basis, on any monthly credit balance, as long as you stay on E-Z Pay.

Q: How do I sign up for E-Z Pay?

A: Please call us at 610-965-3424 and ask for Michele, ext. 216, or go to www.HarnedDurhamEnergy.com.

Q: What happens if prices drop after I Prebuy my oil?

A: We use our 500,000-gallon onsite storage facility to secure and store your purchased Prebuy fuel. Since we have already purchased your fuel, it's not possible to give you a lower price if market prices drop. When you Prebuy, you are betting that prices probably won't go down further, and you are comfortable buying your fuel at that price.

Q: What are my options if I don't want to Prebuy this year?

A: You can pay for each delivery as you receive it, or you can take advantage of E-Z Pay. Our E-Z Pay program lets you pay for your fuel in 11 monthly payments, even if you get two deliveries in one month. This program is popular because it makes paying for your fuel easier to manage.