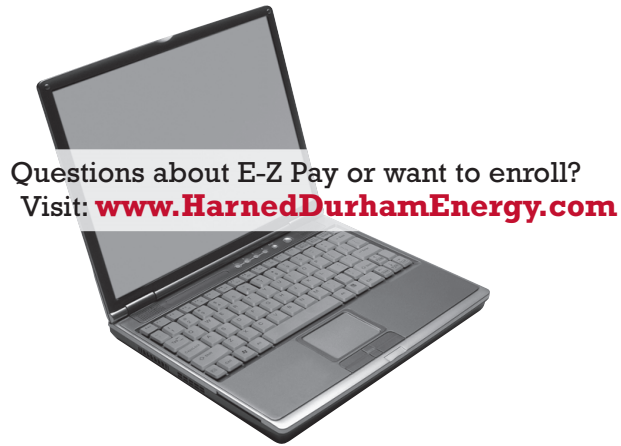


Customer Name Here  
Street Address Here  
Town Name, ST 09876-5432  
|||||



## We're **on your side** during these tough times.

Dear Customer Name,

We know how difficult these times are. But we want you to know that your friends at Harned Durham Energy are on your side no matter what. We've been coming up with ways to make things easier for our customers for many years. Here are our suggestions for keeping your heating bills as manageable as possible.

### **1. Cut winter fuel bills in half and save 6¢ a gallon with our E-Z Pay plan.**

For customers who pay for each individual delivery, here are some things you might want to consider about our popular **E-Z Pay** plan. We spread your fuel costs into 11 equal monthly payments so you won't get hit with four or five giant bills in the winter. With E-Z Pay, we estimate your total fuel bill for the year, based on your past fuel use, and divide it into 11 manageable payments.

Even if it's really cold and you get two deliveries in one month, you still get one monthly bill. You will not use more fuel and you only pay for the fuel you actually receive, at the price on the day of the delivery. Halfway through the season, we may adjust your payments based on the actual fuel price at that time; your payments could go lower or higher.

**Best of all, you don't pay any more for E-Z Pay. You actually save money.** We'll give you a **6¢ discount on every gallon. Plus you will receive a 2% rebate**, calculated on an annual basis, on any credit balance.

Our E-Z Pay plan also lets you make payments with our **electronic funds transfer (EFT)** program, which authorizes your bank to pay us directly. If you're interested in EFT, please mail us a voided check and we'll be glad to sign you up.

In order to get the lowest monthly payment, you must enroll in our E-Z Pay plan by **July 31**. Just go to [www.HarnedDurhamEnergy.com](http://www.HarnedDurhamEnergy.com), call us at **610-965-3424** or complete the attached form. Once you are enrolled, payment coupons will be sent to you in the mail.

If you're already an E-Z Pay customer, your renewal is automatic. You don't have to do anything.

*(over, please)*

*Detach along perforation. Retain letter for your records. Please return the bottom portion in the enclosed envelope.*

### **Please indicate the option you prefer.**

- Please enroll me in E-Z Pay** so I can make 11 easy monthly payments and get a **6¢ discount**.
- I would like to Prebuy my fuel.** (Please call us for kerosene pricing.)
  - I will purchase \_\_\_\_\_ gallons at **\$3.99<sup>9</sup>** per gallon and **pay in 3 installments**. Enclosed is my first payment.
  - I will **pay up front** and get the lowest rate. Enclosed is my payment for \_\_\_\_\_ gallons at **\$3.85<sup>9</sup>** per gallon.
  - I want to purchase **more than 2,000 gallons**. Please contact me for special pricing.

I'd like to **pay for my service contract through my E-Z Pay plan.**

**I agree with the Terms of Agreement** (on reverse).

\_\_\_\_\_  
Signature

Customer Name Here  
Account number: XXXXXXXXXXXX

**Please complete payment options on reverse.**

## 2. Prebuy your fuel for one fixed price all year.

If you purchase your fuel in advance, you will be locked in at one set price. Your Prebuy price is guaranteed not to change—up or down. Please note that our Prebuy option is available on a **first-come, first-served basis, through July 31, 2011** or while supplies last. A minimum purchase of 300 gallons is required, and we will continue to make deliveries until all of your prepaid fuel has been delivered. If you want to prebuy your fuel, you can make a single payment or, at a slightly higher price, three installment payments (due July 1, Aug. 1 and Sept. 1). See the attached order form.

### Avoid fuel run-outs.

Only customers who receive automatic deliveries are eligible for E-Z Pay or the Prebuy option. If you're not on automatic delivery, please give it a try. We know some of you are skeptical about automatic deliveries because you believe you'll use more fuel. But we can only replace the fuel you've already used. When your tank is full, it's full! Please note: If you're already on automatic delivery, we cannot stop this service without your written notification.

### The decision is yours.

Whether you choose the E-Z Pay or Prebuy program, please know that we will provide you with the best value and service possible. You can count on us for fair prices, good options and responsive dependable service.

Sincerely,



Mike Harned  
President

P.S. If you have a service contract, we can roll the cost into your E-Z Pay payments. Please call us at **610-965-3424** with any questions you may have. We're happy to help!

### Terms of Agreement

1. Credit approval required for the E-Z Pay Plan.
2. All fuel deliveries for E-Z Pay customers must be made on an automatic delivery basis and the tank will be filled completely.
3. All E-Z Pay Plan payments must be received by the first of each month.
4. This agreement is exclusive of any applicable taxes.
5. The E-Z Pay Plan shall renew automatically unless terminated in writing by either party.
6. This agreement is not subject to any act of any governmental authority related to supply or price. The agreement is also not subject to market conditions, nor any natural phenomenon, strike, embargo, disaster, or act of God, which may interrupt, limit or halt the supply of fuel, temporarily or permanently. No claim shall be made under this contract for special or consequential damages.
7. This contract shall not be transferred or assigned by the customer, in whole or in part, directly or indirectly.
8. **For Prebuy customers only:** Prebuy customers agree to accept delivery, on an automatic delivery basis, of all fuel purchased. Prebuy gallons begin on 9/1/11. Any deliveries made before that date are billed at the market rate. If customer exceeds Prebuy gallons and requires more oil before the end of the program year, we will charge the prevailing market rate on the day of delivery. Any Prebuy gallons remaining after 5/31/12 will be delivered until exhausted.
9. Prebuy enrollment ends 7/31/11 or while supplies last.
10. This agreement is valid from 7/1/11 through 5/31/12, unless otherwise noted.
11. Written notification is required to cease automatic deliveries.

### E-Z Pay Plan

- YES!** I want to pay automatically by **electronic funds transfer** from my bank account each month. Enclosed is my voided check.
- Please bill my **credit card** each month. Note: a 2.5% processing fee will be added to your billing. (Please provide card information below.)
- I will **submit payment** each month.

#### Credit card information:

Card number:

Cardholder name:

Exp. date:

Cardholder signature:

CVV 3-digit # on back of card:

### Prebuy

- Enclosed is my **check** for: \_\_\_\_\_
- Please bill my **credit card** for: \_\_\_\_\_
- Note: a 2.5% processing fee will be added to your billing. (Please provide card information below.)
- I do not wish to remain on **automatic delivery** after my Prebuy gallons are exhausted.

I prefer to save a tree and receive an **E-statement!** My email: \_\_\_\_\_