

The **EXCEL** PROPANE News

On a personal note

Some rebate programs can be a lot of work, take months to receive the rebate, and finally arrive as a credit card that doesn't seem to work at the places you want to use it!

That's not the case with the Safe Water Heater Rebate Program. Install a propane water heater and lower your water heating cost by 30% or more over electric, help the environment by emitting 150% less carbon emissions than electric, and get a check for \$500.

To qualify, replace an existing electric water heater with a propane water heater or install a propane water heater in a new home. We'll perform the required safety inspection at no charge and you'll mail in the rebate application.

That's it! In about 30 days you'll receive a check for \$500.

Help the environment while helping your pocketbook.

Best regards, *Wayne*

\$50 Customer Referral Program

We're looking for new customers and we realize that your recommendation can be very important to friends, neighbors, co-workers, and family. If you recommend Excel Propane and your "good word" results in a new customer, we'll reward both of you with a \$25 credit to your Excel accounts.

Just fill in the form, call us, or visit our web site. We can make the contact and when that person joins the Excel family you'll both receive a \$25 reward.

\$50 Customer Referral

Current Excel customer: (\$25 for you)

NAME _____

ADDRESS _____

CITY _____ PHONE NUMBER _____

Referral: (\$25 for you)

NAME _____

ADDRESS _____

CITY _____ PHONE NUMBER _____

Relationship: family friend neighbor

Best time to contact them: _____

Price Protection Plan

Stop Price Volatility!



10¢ CAP
LOCKED IN

Sign up for our 10-month price protection plan and remove price volatility as a worry. Our Plan caps your price to a maximum 10-cent increase from August 1st thru May 31st, providing you the comfort of stable propane prices.

In today's unpredictable energy climate, it's important to protect against volatile energy prices, and you can do that with our Price Protection Plan. Watch for the signup form to be mailed July 1st.

Budget Plan with Price Protection One Great Package



3¢
DISCOUNT

Want an easier way to pay to keep your home warm? How about not worrying about the bill when your propane tank is filled? Consider joining our Budget Plan and make steady monthly payments throughout the year, and automatically get the Price Protection Plan plus a 3-cent discount on your price.

The Budget Plan starts in May, so call soon if you want more information or to get started.

Keep-Full Plan



3¢
DISCOUNT

Do you wonder about when you need to place an order for propane? Let us handle that worry and save you money at the same time. Join our Keep-Full Plan and we'll keep your tank full, and you'll receive a 3-cent discount on your price.

We do need Keep-Full customers to check their tank percentage if away from home for more than a day when the temperature is below freezing.



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|------------------|---|------------------------------|--------------------------|---------------------------------------|------------------------------|
| Fremont | 11775 N. Maple Island Road Fremont, MI 49412 | 231-924-4466 800-500-4146 | Hart | 4168 W. Polk Road Hart, MI 49420 | 231-873-0004 888-500-4146 |
| Fruitport | 365 S. Third Avenue Fruitport, MI 49415 | 231-865-3665 800-234-4146 | Newaygo (storage) | 8980 Mason Drive Newaygo, MI 49337 | 231-652-1475 800-500-4146 |

Call in at 20-25% for a delivery

If you are a call-in customer, remember to order propane when the gauge is around 20-25%. Calling at a lower percentage could result in a gas outage, which we want to avoid. An outage also requires a system pressure test, which costs extra, and we all want to avoid that too.

Consider joining our Keep-Full Plan and let us keep your tank full, and you'll receive a 3-cent per gallon discount.



Safety information

How do you tell if there is a propane leak?

Answer: By the smell.

A disagreeable odor (similar to rotten eggs) is added to propane so that you will be able to detect the smell easily in case a leak develops.

If you think you smell gas ...

- 1) Get everyone out of the building. Don't use light switches, appliances, or the phone.
- 2) Turn off the gas using the shut-off valve on the tank.
- 3) Call Excel Propane or the fire department from a neighbor's home.



Does your propane tank need a fresh coat of paint?

We want your tank to look great. So over the summer we repaint and/or pressure wash tanks that need servicing, at no charge. If your tank needs attention and you want us to freshen it up this summer, give us a call.



Visit our new web site

Visit excelpropane.com to see our recently updated site.

Time-price differential & late fee

Past due accounts cost more. Postage, envelopes, statements, phone calls, office time, and the cost of money are all incurred with past due accounts.

To properly allocate these costs, we assess a time-price differential charge of 2% and a late fee on balances unpaid 30-days after the invoice date.

To help avoid these charges, consider joining our Budget Plan, which offers steady monthly payments and our Price Protection Plan.

Prompt payment discount

Pay your delivery invoice within five days of the delivery and receive a 3-cent per gallon cash discount. You can find the discount terms printed on your delivery tickets if you're eligible. COD customers and credit card payments do not qualify for the cash discount.



Electronic-Pay (E-Pay)

No checks to write, stamps to buy, or payments to mail if you use our E-Pay option with the Budget Plan. Instead, we electronically debit your checking or savings account each month for the amount of your budget payment.

You'll receive a budget statement in the mail every month showing any account activity from the previous month and the amount of your budget payment, which is debited on the 15th of the month. Call or email to get started.



Regulatory fee review

In order to comply with the many regulations we operate under a Regulatory Compliance Charge is assessed on all deliveries. This reflects the cost to fulfill the requirements of regulatory mandates imposed by federal, state, and local governments for the safe handling of propane.

11775 N. Maple Island | Fremont, MI 49412
365 S. Third | Fruitport, MI 49415
4168 W. Polk | Hart, MI 49420
8980 Mason | Newaygo, MI 49337

The warmest people in the business.



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