

Superior[®] Propane



If you have any questions or concerns,
please don't hesitate to contact us:
Call **1-875SUPERIOR**
or visit superiorpropane.com

Samuel Aird
Energy Solutions Representative

**PROUDLY SERVING GEORGIAN BAY
/SIMCOE AND AREA**

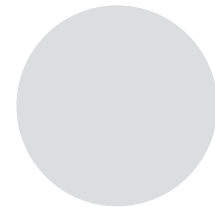
P: 226-821-5287 F: 1-877-734-7930
1-875SUPERIOR (1-877-873-7467)
Samuel_Aird@superiorpropane.com
superiorpropane.com

Superior
Propane



Thank you for choosing Superior Propane

Welcome to our Family



At Superior Propane, our nationally-powered, locally-delivered service is a tradition. After all, we've been at it for more than 60 years.

Today, we have more than 150 locations serving 10,000 Canadian communities from coast to coast. And we want you to know that we value every single one of our customers just like you.

Your comfort, safety and loyalty are some of the most important reasons we never stop striving to improve our environmentally-friendly, cost-effective energy solutions.

To help you get to know us and our processes better, we've put together information on:

- Why Propane? (aka Why You Made the Right Decision)
- Your Home Comfort Provider
- How to Read Your Invoice/Delivery Ticket
- How to Read Your Statement
- How to Read Your Budget Statement (Equal Payment Plan)
- Fixed Price and Equal Payment Plans + Payment Options
- How Our Fees Work
- Terms & Conditions

If you have any questions or concerns, please reach out to our knowledgeable Customer Care Representatives at **1-875SUPERIOR**.

Thank you for choosing Superior Propane. We look forward to serving you.

Warm regards,

Greg McCamus
President, Superior Propane



Why Propane?

(aka Why You Made the Right Decision)

Making smart choices just feels good, doesn't it? Becoming a Superior Propane customer increases your chances of saving money and time and offers the kind of peace of mind we could all use in today's unpredictable world.

Here are six very good reasons you deserve a pat on the back for choosing propane:

- ① **It's one of nature's most versatile fuels.** Propane can power furnaces and boilers, hot water heaters, indoor and outdoor cooking, clothes dryers, pool heaters, generators, fireplaces and more.
- ② **It's environmentally friendly.** Propane is clean burning and non-toxic and will not create an environmental hazard if released into the air, water or soil.
- ③ **It's economical.** Modern propane furnaces reach 95 per cent efficiency, providing up to 30 per cent savings compared to oil. And unlike oil and gas, propane prices have actually decreased in recent years.
- ④ **It's efficient.** Appliances and furnaces that run on propane typically have a longer life span and lower maintenance costs since propane is a clean-burning fuel.
- ⑤ **It's safe.** Propane can be stored, transported and used almost anywhere and won't deteriorate over time.
- ⑥ **It's produced in Canada.** You never have to worry about running short on supply when you source your energy close to home.

Your Home Comfort Provider

Local faces, national service.
That's the Superior way.

Superior Propane customers have come to expect outstanding customer service. Our in-house service team and Superior Partner Network are both comprised of teams of local Technicians based in your home community who are trained to deliver service to our exacting standards.

Whether you're in Cherryville, B.C. or Bishop's Falls, Newfoundland—or any point in between—we've got you covered with friendly, reliable Technicians who know their stuff.

Here are just some of the products, services and programs you can depend on at Superior.

Propane

Our big-name buying power and secure supply of propane allows Superior to be the single source for all your heating, hot water and home comfort needs.

Automatic Delivery*

Your propane delivery is never your problem. You'll receive it exactly when you need it with our Automatic Delivery program. We deliver what you need based on your known or estimated propane consumption. This means you don't have to remember to call for service unless you're changing your appliances, the way you use your appliances or the size of your living space. Call **1-875SUPERIOR** to enroll.

Will Call Delivery

If you prefer to monitor your own fuel level and call when you'd like a delivery, that's okay too. Just let us know when your tank is at 30% so we have time to fill your tank before it runs out.

Our exclusive wireless tank level and delivery notification system**

Our SMART (Self-Monitoring, Analysis and Reporting Technology) notification system accurately monitors your propane levels and sends you a text or email showing the amount of propane in your tank. And with every delivery you'll get an email or text update, giving you peace of mind that your heating is handled.

Brand Name Equipment**

We pride ourselves on our outstanding partnerships with HVAC companies all over Canada. We're always happy to make referrals for equipment purchases and installation with our trusted associates. Nothing but the best for our customers.

Budget Plans

Secure a locked-in price for the propane you use to heat your home all year with our Fixed Price Plan. Or, take the worry out of home heat budgeting with our Equal Billing Plan, which ensures your bill is the same every month. For more information on our Budget Plans, visit **www.superiorpropane.com/FixedPrice**.

Expert Service and Installation***

Superior's Technicians perform efficiency tests, propane gas safety checks and propane tank installations. Plus, our After-Hours Team is available 24/7 in case of emergency.

Safety Certified Delivery and Service Network

At Superior Propane, nothing is more important than safety. That's why we've created Guardian, a rigorous Health, Safety and Environmental Management System. We make sure your propane system meets or exceeds government and manufacturer safety standards.

* Some conditions apply.

** Not available in all areas. Call for details.

*** All services available in most areas



How to Read your Invoice/Delivery Ticket

Below is an easy snapshot of your Invoice/Delivery Ticket, printed on location and hand-delivered to you right at the time of your fuel delivery.

- Account Number
- 1

Invoice/Delivery Number
- 2

Current Order Subtotal
(including all applicable taxes and fees)*
- 3

Delivery Date
- 4

Payment Due Date
(15 days from delivery for Auto-Pay customers)**
- 5

Total Amount Due
(including taxes and fees)
- 6

* New Delivery Ticket/Invoice is for illustration purposes only. Taxes and Energy Rebate (if applicable) will vary by province.
** Your Pre-Authorized Payment will be withdrawn/charged to your bank account/credit card 15 days from the date of delivery or service.

DATE 4 05/01/14 10:26:25	
START/DEBUT 0.0 LITRES	
END/FIN NET 667.7 LITRES	
END/FIN 667.7 LITRES	
LPG 1	
VOLUME CORRECTED TO/A 15.0 C	
SALE/VENTE 98	

INVOICE NO	QUANTITY	DESCRIPTION	AMOUNT
744187	667.7 litres	Superior Propane JEN CUSTOMER 4123 ANY STREET WEST SUDBURY, ON ACT# 349-001 Tank Serial #: 744187 PO#	\$767.98 Tank Fee 16.00 GST/HST 5.00% 99.82 Tax on HAZMAT FEE 1.16 Tax on TRANSPORTATION FEE 2.08 INVOICE SUBTOTAL \$885.87 TOTAL DUES \$885.87

For Sales/Service please call 1-877-873-7467
GST# 123456789
GST/HST #123456789
RID# 88584-8827-16

J. Customer
Customer Signature

Superior Propane 1285 E. Arthur St., 8th Floor Thunder Bay, Ontario P7E 6E7	Thank You For Your Business!	PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.
---	------------------------------	---

Superior Propane
JEN CUSTOMER
4123 ANY STREET WEST
SUDBURY, ON
ACCOUNT NO. 349-001

1

4

5

6

INVOICE

AMOUNT DUE

DUE DATE

Amount Enclosed \$

Delivery Date: 5/1/14
Ticket No. 744187

05/16/14

\$885.87

FOR YOUR RECORDS ONLY

If you would like to make your payment by credit card, please visit us at www.superiorpropane.com or call us toll-free at 1-877-873-7467 to take advantage of our Pay by Phone option. Thank you.

How to Read your Statement

Below is a sample of a Superior Propane invoice. The invoice includes all applicable taxes and fees providing you with an accurate balance of your current order.

- 1 Invoice Date
- 2 Invoice Number
- 3 New Account Number
- 4 Invoice Subtotal
(including all applicable taxes & fees)*
- 5 Order Summary for Each Location
(including all applicable taxes & fees)*
- 6 Delivery Date
- 7 Remittance Stub
To ensure proper application of your payment, include it with this remittance stub and mail to this address.

1

2

3

4

Invoice Date	Invoice Number	Account Number	Invoice Total
05/02/14	15015	999999	491 . 60

5

6

001 COMMERCIAL CUSTOMER 4123 ANY STREET WEST SUDBURY ON							
Date	Order	Quantity Delivered	Quantity Returned	Description	Unit Price	Extended Total	
05/01/14	15015	425.4		BULK PROPANE	0.9640	410 . 09	
				HAZMAT FEE		8 . 95	
				TRANSPORTATION FEE		16 . 00	
				GST/HST		56 . 56	
				Order Total		491 . 60	

How to contact us:

Superior Propane

1265 E Arthur Street

Suite 600

Thunder Bay ON P7E 6E7

1-877-SUPERIOR or 1-877-873-7467

www.superiorpropane.com

New automatic payment options are available: automatic bank withdrawal or pre-authorized credit card payment. Call 1-877-873-7467 to register today! We accept the following credit cards:

VISA

MasterCard

AMERICAN EXPRESS

MOVING? Please refer to the back of invoice.

Thank you for keeping your account in good standing. Compound interest of 2% per month (26.82% per year) will be applied to overdue accounts.

GST/TPS: #840149926RT0001

HST/TVH: #840149926RT0001

MB GST/TVQ du Man.: #072789-1

GST/TVQ: #1212550341

RBQ: #8-54-2027-16

Look for your new Delivery Ticket and Invoice, printed on location and hand delivered to you in a distinct Superior Propane yellow holder at the time of your fuel delivery. A feature of the new Delivery Ticket and Invoice is that it will include all applicable taxes and fees providing you with an accurate balance of your current order.

New Account Number

You will also receive a new account number printed on your Delivery Ticket and Invoice. Please keep this new number handy for all billing and customer service inquiries.

If you have any questions regarding these new enhancements, please contact one of our Customer Care Representatives at 1-877-SUPERIOR (1-877-873-7467) or visit www.superiorpropane.com/combo

Thank you for choosing Superior Propane.

Superior Propane

Superior Propane

1265 E Arthur Street

Suite 600

Thunder Bay ON P7E 6E7

Invoice Date

Account Number

Invoice No.

Due on Invoice

Please pay in full by:

05/02/2014

999999

15015

491 . 60

05/16/2014

7

Please remit to:

SUPERIOR PROPANE

1265 E ARTHUR STREET

THUNDER BAY ON P7E 6E7

COMMERCIAL CUSTOMER

4123 ANY STREET WEST

SUDBURY ON A1A 1A1

* New Delivery Ticket and Invoice is for illustration purposes only. Taxes and Energy Rebate (if applicable) will vary by province.

10

11

How to Read your Budget Statement

Understanding your Superior Propane budget statement is easy. The sample below will help you find all the pertinent information.

- 1 Statement Date
- 2 Statement Number
- 3 Current Account Balance
(including all applicable taxes & fees)*
- 4 Customer Credit Limit
- 5 Account Activity Summary
(including all applicable taxes & fees)*
- 6 Account Number
- 7 Remittance Stub
To ensure proper application of your payment, include it with this remittance stub and mail to this address.

STATEMENT

1

2

3

4

Statement Date	Account Number	Current Account Balance	Customer Credit Limit
01/01/2014	11916	511.21	1,500.00

KEN & SUE MACKENZIE
133 BRANCH ROAD
RR 3
TATAMAGOUCHE NS BOK 1V0

Date	Reference	Description	PO Number	Gross Amount	Open Amount
12/17/2013	16450	VISA PAYMENT		200.00-	200.00-
12/24/2013	30726	INVOICE		810.25	810.25
12/29/2013	234383	INVOICE		25.24	25.24

5

Superior Propane

Superior Propane
1265 E Arthur Street
Suite 600
Thunder Bay ON P7E 6E7

6

Statement Date	01/01/2014
Account Number	11916
Current Account Balance	511.21

KEN & SUE MACKENZIE
133 BRANCH ROAD
RR 3
TATAMAGOUCHE NS BOK 1V0

7

Please remit to:
SUPERIOR PROPANE
1265 E ARTHUR STREET
THUNDER BAY ON P7E 6E7

Page 1 of 2

* New Delivery Ticket and Invoice is for illustration purposes only. Taxes and Energy Rebate (if applicable) will vary by province.

Fixed Price and Equal Payment Plans + Payment Options



If you haven't signed up yet, call us today to learn more about how our budget plans can work for you! 1-87SUPERIOR.

We're committed to keeping your costs as manageable as possible. We've developed Budget Plans that make paying for propane flexible and affordable, including several Payment Options to make the process a snap.

1 Equal Payment Plan

Enjoy the convenience of knowing exactly what your monthly payments will be. The Equal Payment Plan is a Monthly Payment Plan– covering the cost of fuel, storage tanks and equipment rental– spread out over 12 months. The rate may be adjusted in February and August each year to reflect changes to your consumption or price adjustments.

2 Fixed Price Plan

We protect our customers from unpredictable energy prices. By locking in for a full year, you'll have the peace of mind that comes from knowing that no matter how severe the weather, your propane rate is guaranteed. As Canada's largest, nation-wide propane retailer, Superior Propane has the buying power to get the best possible rates and we're pass them in to you, our valued customers.

Payment Options



Automatic bank withdrawals.
Your account balance can be automatically withdrawn from your bank account, so you don't ever have to remember to pay your bill. Call **1-87SUPERIOR** to sign up today.



Pre-authorized credit card.
We can automatically charge your account balance to a credit card (Visa, MasterCard or Amex). Call **1-87SUPERIOR** to sign up today.



Online banking.
With just your account number, you can pay through your financial institution's secure online banking system (or via telephone or ABM). Superior is set up with all major banks and credit unions in Canada that have an online payment system.



By calling 1-87SUPERIOR.
Call us with a credit card and Superior account numbers and we'll process your payment.



By mail.
Simply mail us a cheque, along with your remittance stub, addressed to:
Superior Propane
1265 East Arthur St. Ste. 600
Thunder Bay, ON P7E 6E7



How Our Fees Work

The following fees vary by service area and are in addition to product or service pricing. Please contact **1-875SUPERIOR** for applicable fees or costs specific to your area.

Transportation Fee*

The transportation fee is added for each propane delivery to offset the cost to transport propane fuel to our customer locations. Since March 2012, the transportation fee fluctuates on a monthly basis to help with the variable costs of diesel fuel affecting our daily propane deliveries (indexed to MJ Ervin & Associates diesel petroleum price data).

Hazardous Materials Handling Fee*

This fee is added to each invoice to help offset a portion of the cost Superior Propane must incur to comply with government regulations, including, but not limited to, hazardous materials, emergency preparedness and workplace safety. It is also used to fund, among other things, vital employee safety training and inspections, cylinder re-qualification and environmental compliance.

Tank Rental

This fee is charged annually (unless you are on an equal payment plan, in which case it is divided by 12 months and billed monthly).

Terms & Conditions

For your convenience, documentation of the following summary of key Terms & Conditions can be found on the reverse side of every delivery ticket or billing statement you receive from Superior Propane. If you have any questions related to billing, credit or terms of service, we invite you to reach out to our friendly customer service team at **1-87SUPERIOR** 24 hours a day, seven days a week.

Automatic Delivery

Automatic delivery does not guarantee that you will not run out of fuel if consumption or other conditions change without notice to Superior Propane. Please let us know immediately of any fuel usage pattern change in your home or building. Examples include, but are not limited to, changes to home comfort equipment or thermostats, roof or insulation changes, additions or finished basements, long-term increase or decrease in people or time spent in your property.

Do not leave your home or building unattended during freezing weather.

Invoices and Statements

Terms:

Payments for deliveries and services are due within 30 days after the initial delivery date unless otherwise specified in writing. Payment terms may be changed if your account becomes delinquent and must be communicated to you in writing.

Service charge:

A service charge, when assessed, will be applied on the invoice amount not paid within terms. The service charge is computed at a periodic rate of 2 per cent per month. When a service charge is imposed, the minimum charge is 50¢.

Returned checks:

A \$20 charge will be assessed for each returned check.

Standby Fee

Content TBD

Tank Pick-Up/Early End of Contract

If you choose to end your agreement with us before the end of the term outlined in your General Retail Agreement, a tank pick-up fee will apply. If you are moving, don't worry! Simply arrange with us to transfer your account to the new homeowner and the cost will be waived.

Additional Fees For After Hours/Special Deliveries/Stat Holidays

The best way to ensure you always have fuel is to subscribe to our Auto Delivery plan. If you choose our Will Call delivery option and require propane with less than two days' notice or in an emergency, cartage fees may apply.

* We believe imposing these fees separately on your invoice is a fair and transparent way of showing our customers how our costs of doing business are affected by rising health and safety-related expenses.



Summary of Billing Rights in Case of Errors or Questions Regarding Your Bill

If you wish to dispute a bill or if you need more information or documentation about a transaction on your bill, write to us on a separate sheet of paper and mail it to the dispute address noted on the front of your document. We must hear from you no later than 60 days after the first bill containing the disputed amount was sent to you.

You may telephone us to resolve the dispute however doing so will not preserve your rights. Your letter of dispute must include your name, address, account number and a description of the billing error.

We must acknowledge your letter within 30 days unless we have corrected the error by then. Within 90 days we must either correct the error or explain why we believe the bill was correct.

After we receive your letter, we cannot try to collect any amount you dispute or report you as delinquent. We can continue to bill you for the amount you question, including service charges, and we can apply any unpaid amount against your credit limit. You are not required to pay any disputed amount while we are investigating but you are still obligated to pay the parts of the bill that are not in dispute.

If we find that the mistake was ours, you will not have to pay any service charges related to the disputed amount. If it is determined that there was no mistake made, you may have to pay service charges, and you will be required to make immediate payment of the disputed amount within the original terms.

If you fail to pay the amount in dispute, we may report you as delinquent. If our explanation of the disputed amount does not satisfy you, you must inform us in writing within 10 days of our notification. If we report you to a collection agency, we must notify the agency that the amount is disputed and we must tell you the name of the agency. If we do not follow these rules, we cannot collect the first \$50 of the disputed amount, even if the disputed amount was correct.

Disputes about quality of goods and services are not “billing errors”, so this dispute procedure does not apply.

When you provide a cheque as payment, you authorize us either to use information from your cheque to make a one-time electronic fund transfer (EFT) from your account or to process the payment as a cheque transaction. When we use information from your cheque to make an EFT, funds may be withdrawn from your account as soon as the same day we receive your payment and you will not receive your check back from your financial institution.



Superior
Propane
1-87SUPERIOR

1-87SUPERIOR
superiorpropane.com