

May 25, 2011

PLEASE READ AND SAVE!

Dear Patron:

Here is our summer Customer Awareness letter. **It contains some very valuable safety information, as well as our summer and winter LP Gas programs. Please be sure that all members of your household take a few minutes to review the enclosed Important Propane Safety Information brochure and understand the importance of this safety information. Take the sniff test. Also, there is a new Wisconsin State Statute that now requires you to notify us of changes to your system. Details are listed on the enclosed brochure called PLAY IT SAFE. Please be sure to read it.** Also, it is important to understand, that the odor in propane may not awaken someone who is sleeping. We highly recommend that you purchase and have a U.L. approved L.P. leak detector installed by a professional. If you install it yourself, be sure to follow manufacturer's recommendations. **These units are available at Consumers Cooperative's Heating and Cooling**, as well as at other quality heating contractors.

Here is a list of our programs and guidelines. If you would like more detailed information about any of the programs, please call our office at 643-3301 ext. 0.

New: If you contracted with us last year, an additional sheet will list your gallons purchased from May 1, 2010 through April 30, 2011 for your contracting considerations this year.

- 1. PRE-BUYING OF LP GAS FOR RESIDENTIAL AND COMMERCIAL USE:** Prices will vary with the market and the contract runs from sign up until April 30, 2012.
- 2. DEPOSIT PROGRAM:** This program allows you to **lock in a specific number of gallons, (minimum of 500), at a specific price by paying a deposit of twenty cents per gallon.**
- 3. VALUE ASSURANCE PROGRAM:** **downside price protection for a small premium.**
- 4. TANK LEASE FEES** are charged the following May if you don't purchase one full tank of LP gas from May 1st through April 30th.
- 5. SCHEDULED DELIVERY PROGRAM** is our **Keep-Full route program. No need to call in for a delivery. We'll keep LP in your tank on a scheduled delivery basis.**
- 6. SUMMER FILL PROGRAM:** A discount of five cents per gallon if we fill your tank in the summer. Program ends August 15th.
- 7. CASH DISCOUNT** Eligible customers receive a **five cent** cash discount if payment is received within five working days from delivery. A cash discount notice will be given if you are eligible and will need to be returned with payment for proper credit to your account.
- 8. BUDGET PLANS:** This program sets a fixed monthly payment, based on the previous year's usage. Budget plan customers get an automatic discount of five cents per gallon.

9. **MINIMUM DELIVERIES** of LP gas for call in, or will call customers is 200 gallons unless the tank size is less than 250 gallons. Smaller deliveries are available with a service charge.

10. **AFTER HOURS DELIVERY AND REPAIR SERVICES ARE AVAILABLE 24/7 BY CALLING 643-3301 and following the prompts. Please be aware that there may be extra charges for special delivery unless you are on our Scheduled Delivery basis.**

Obviously these are very abbreviated program descriptions. If you are interested in any of these programs or have questions about them, please call us or stop in for more complete information.

Also, If you are interested in prebuying LP, please call us or stop in for a current price, then complete and return the attached 2011-2012 PROPANE CONTRACT, along with your check or money order. We will sign the contract and return a copy to you for your records. All prices quoted are good for three days to allow time for the mail. Beyond that, contracts will reflect prices in affect at the time of receipt of payment at the Co-op. We are not responsible for postal delays. These programs and policies are subject to change without further notice.

The propane markets are very volatile. However in seventeen of the last nineteen years, our customers who prebought their LP saved considerably vs. those that did not. You may want to consider pre-buying all or at least part of what you will need for the winter. If you are unwilling or unable to pre-buy, you may want to consider the deposit or budget programs. Please call for the current prepay and deposit contract prices.

THANK YOU FOR YOUR BUSINESS! We truly appreciate it and hope to continue to earn it day after day. If at some point this doesn't happen, please let us know. **Please keep in mind that we are a full service provider with trained and certified office, delivery and service personnel to maintain your equipment.** Many companies only deliver LP. **Your health, safety and comfort are our primary concerns.** We intend to be in this business for the long haul and hope to continue to develop a long, safe relationship, and to serve you with all the warmth and security that only a dependable, long-term supplier can provide. **Don't trust your family's safety to anyone else.** We've been in business since 1927 serving our customers with pride and good old fashioned, friendly service. **At Consumers Co-op "We Deliver Value"** and have for over eighty years.

Please call us at 643-3301 ext. 0 if you wish to take advantage of any of these programs or if you have any questions or comments. You can also visit us at our website at www.cenex1.com. Thank you.

Sincerely,

Dan Baun, General Manager
643-3301 ext. 225

Mike Hehenberger, LP Dept. Manager
643-3301 ext. 213

Darrell Lins
Sales 963-6677

Dave Ederer, Driver

Larry Hitchcock, Driver

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