



Customer Connection

OUR ENERGY IS FOCUSED ON SERVING YOU.

2011

Greetings

What a winter we have had here in the Carolina's. It started out with a warm November then onto record-setting cold in December and January; and then to wrap up the winter, it turned warm and wet. Not only has the weather been volatile but so have energy prices. That is why we work hard at doing everything we can do to help you stabilize your propane costs as much as possible.

In this issue of Customer Connection, you'll read about many programs we've designed to do just that. For example, budget program, pre-buy, and lock-in program are a few ways to better serve you. Your local store representative is ready to help you determine which of these programs might best fit your needs, so call today.

At Albemarle Propane, we are delighted to be your propane provider. We don't take your investment in us lightly, and we remain committed to delivering you the highest level of customer satisfaction. As such, we are focused on your service and satisfaction. We accomplish this through our satisfaction surveys, daily customer feedback, and of course, referrals

from customers like you. Your feedback affirms we are on the right track!

All of our employees are committed to providing you with the service you deserve 24 hours a day. If we ever come up short of your expectations, we want to hear from you so we can become the best propane provider in the Carolina's.

In this past year, we launched our web account inquiry that provides you the opportunity to review your account information on-line. Now we are ready to launch on-line payments. We are pleased to offer this convenient service to our customers, per your request.

We are grateful for your business and always enjoy hearing from our customers. Please do not hesitate to contact me if you have comments, concerns or suggestions regarding your propane service.

- Jeff Ruffner, General Manager

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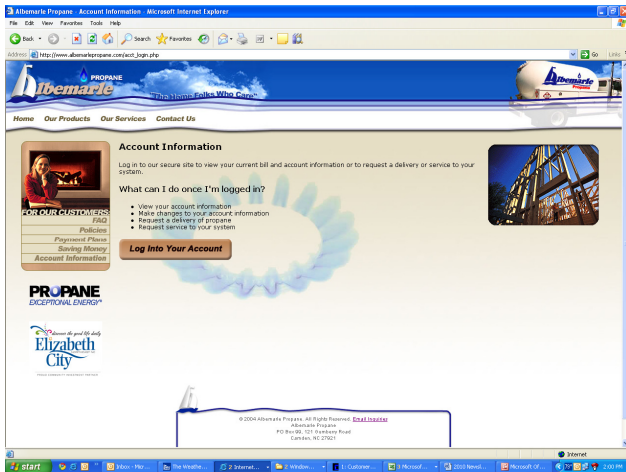
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towards your bill**

Pay Your Bill On-line



Last fall, we introduced our new website www.albemarlepropane.com. This allows you to:

- View your account information
- Make changes or updates to your account email or password
- Request a delivery of propane
- Request service to your system

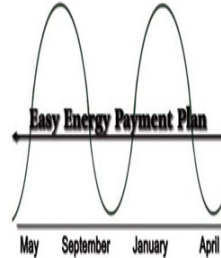
Coming this summer, we are pleased to announce that you can also **pay your bill on-line** as well. Simply select the “Payment” tab and you can either pay with a credit card, which will be encrypted for your security, or automatically have it deducted from your bank account.

To receive your Customer ID and Password, simply visit our website above and select “Contact Us” and then “Inquiry Form”, submit your information requested and we’ll email it to you. Once you are logged in, you may change your password at that time.

We know that you have a choice in propane suppliers and we hope these features add value to that choice.

SPECIAL PROGRAMS

New Budget Payment Program



Enroll in our Budget Payment Plan and get 12 predictable, easy-to-manage payments based on your usage during the past year.

Enroll today and inquire about our **new no fee, fixed rate - a \$50 savings**. Avoid the inconvenience of big midwinter bills, along with the piece of mind in knowing your cost per gallon will be fixed throughout the winter. Inquire today!

Pre-Buy Program



Even as the price of fuel has fluctuated recently, our pre-buy customers haven't seen their costs fluctuate. By choosing to “lock in” their costs, they have essentially been able to ride the volatile market.

Perhaps even more important, our Pre-Buy customer's fuel is delivered automatically throughout the year, meaning they never have to worry about running out of propane to heat their home, run appliances or power their outdoor grill.

If you would like to learn more about our Pre-Buy Program, contact our store today for more details.

Lock In Program

Call today to “Lock In” your propane that guarantees your price will remain constant throughout the heating season. For a small fee, your propane will be available to you when you need it and it comes with the same great automatic delivery service for added peace of mind.

**Get Endless
Hot Water
with a
Tankless
Water
Heater**



**Call
1-888-895-4114**

- Up to 30% more efficient than conventional water heaters
- Takes up less space
- Is more cost effective to operate
- Eliminates recovery time
- Delivers endless hot water to multiple outlets simultaneously

\$25

*EARN \$25
CREDIT OR MORE*

As a valued customer, we are pleased to offer you a program that benefits you and your friends. All you have to do is let your family, friends and neighbors in on the benefits of being an Albemarle Propane customer and you can earn a \$25 credit or more! The more people you refer who become customers, the more you can earn.

All you have to do is provide us with the names and contact information for the people you think would be interested or have them contact us directly and mention your name. When they sign up as a new, credit-approved, automatic delivery customer and receive their first delivery, we will credit your account with \$25 for each customer you referred.

It's that easy to lower your heating costs!

**SUMMER SAVINGS
APPLIANCE SALE
ACT NOW WHILE THE
SAVINGS ARE HOT!**

**no over the counter sales*

Now \$189



ML250TPA

**ProCom Infrared
Space Heater
25,000 BTU
Vent-Free
Reg \$239**

Now \$189



MD300TBABB

**ProCom Blue Flame
Space Heater
30,000 BTU
Vent-Free w/blower
Reg \$249**

To refer a friend, you can call us at our local Propane store, or fill out the information below and mail it back to us with your next payment.

Friend's Name _____
Street _____
City _____ State _____ Zip _____
Telephone _____

Friend's Name _____
Street _____
City _____ State _____ Zip _____
Telephone _____

Friend's Name _____
Street _____
City _____ State _____ Zip _____
Telephone _____

Here is my information to make sure I get my \$25 credit when they sign up.

Name _____
Street _____
City _____ State _____ Zip _____
Telephone _____ E-mail _____

Sales Ends July 4th, 2011



121 Gumberry Rd
Camden, NC 27921

24-HOUR EMERGENCY SERVICE

When it comes to serving your energy needs, your comfort and safety is our first priority.

You can rest assured that we're on call whenever you need us, 24 hours a day, to provide emergency service in the unlikely event that you run out of propane or have a problem with your energy system.

You can contact us 24 hours a day at any of our locations:

Albemarle Propane
252-338-1900

What's Inside?

- * How to get an extra \$25
- * New - Pay Your Bill On-line
- * Learn ways to take the volatility out of your propane costs

**Sign up for our
FREE Budget
program and
Fix Your
Energy Costs!**
(details inside)



Albemarle Propane is conveniently located to service your needs. Call your local store to speak to a friendly customer service representative today.