

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR BILL

If you believe that this bill misstates the number of gallons delivered to you on the date indicated, does not conform to any pricing formula expressly set forth in your contract with Suburban, contains charges that are not applicable to your account or which you have already paid, or otherwise contains errors in computation, then you must **WRITE** to us at the address shown on the front no later than 14 days after the date of this bill, stating:

- 1) Your name
- 2) Your account number
- 3) A description of the suspected error; and
- 4) The dollar amount of the suspected error.

Telephoning us will **not** preserve your rights. Upon our receipt of your letter, we will promptly investigate. If we confirm that an error has been made, we will credit any amount overpaid to your account.

LP gas volume as delivered, has been adjusted for the volume at 60 degrees Fahrenheit (16 degrees Celsius) where required by law.

Suburban Propane is a trade name utilized by Suburban Propane, L.P., Suburban Sales & Service, Inc. and Suburban Heating Oil Partners, LLC. All billings for propane-specific sales are collected on behalf of Suburban Propane, L.P. All billings for parts, appliances and services are collected on behalf of Suburban Sales & Service, Inc. All billings for other fuels and fuel mixtures including renewable propane ("rpropane") and renewable dimethyl ether ("rDME") are collected on behalf of Suburban Heating Oil Partners, LLC. Please make one payment for the total amount due.

CALL 1-800-PROPANE (1-800-776-7263) FOR STATE LICENSING INFORMATION

To avoid a late payment charge, your payment of the amount now due must be received and processed within thirty (30) days from the date of delivery and/or transaction. **Pay by Phone (No Fee) 1-888-288-5608**

Payments received by check may be electronically deposited, unless you pay by non-consumer type check. You may opt out of this program by paying with a money order or a travelers check. In the unlikely event your check (payment) is returned unpaid, we may elect to electronically (or by paper draft) re-present your check (payment) up to two more times. You also understand and agree that we may collect a return processing charge by the same means, in an amount not to exceed that as permitted by state law.

FEES: In addition to a per gallon price for fuel delivered to you, additional fees may appear on your bill. If a Safety Practices & Training Fee appears on your propane bill, it is charged to recover some of Suburban's safety related costs including, but not limited to, in connection with our own vehicle and facility inspections as well as our employee training and testing. The Safety Practices & Training Fee does not vary with the volume delivered and is charged separately instead of being included in the price per gallon of propane. You can obtain a description of any other fee appearing on your bill at www.suburbanpropane.com/fees or by contacting Suburban's local office. The Safety Practices & Training Fee and our other fees are not specifically authorized or imposed by any local, state or federal law, and the Safety Practices & Training Fee and our other fees are not collected on behalf of, or remitted to, any governmental entity. When required by law, your bill will also include applicable taxes, which we do remit to the taxing authorities.

PLEASE RETAIN THIS PORTION FOR YOUR RECORDS

Change of Address

Do not use if correct on front.

Name: _____
(First) (Middle) (Last)

Street Address: _____

City: _____ State: _____ Zip: _____

Area Code & Home Phone Number: () _____

Area Code & Work Phone Number: () _____

Meter Reading:

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Date of Reading: _____