## We've Updated Our Invoices to Serve You Better

## **Introducing a new and improved format!**

At Suburban Propane, we are always improving our operations to offer our valued customers the highest level of service. As part of that effort, we recently updated the format of our invoices. Now, it's even easier to find the details you need at a glance! To become familiar with these changes please refer to the illustration below.

## Manage your account online with our convenient Customer Portal and enjoy paperless statements, secure bill pay, access to your account history, and more.

Our mobile-friendly customer portal benefits you with secure, instant access to your Suburban Propane account from your computer, tablet, or smart-phone. It's the easy way to check your account history, make a payment, request paperless billing, and more! To get started visit **account.suburbanpropane.com/.** 

- **1. Invoice Summary** This new blue section provides a summary of your invoice at a glance and includes your:
  - Account Number Please write this number on any checks used for payments and have it ready when you call for service.
  - **Amount Due** This is the total payment which is now due. Please pay this amount in full unless already paid.
  - **Due Date** Your payment is due upon receipt of your invoice.
- **2. Important Messages** This area includes any special information about your account, our services, or special offers.
- **3. Customer Service Phone Numbers** You can call our toll-free number or local service center number if you have inquiries.
- Account Activity This section provides a summary of the transactions billed on this invoice.
- Remittance Portion If mailing your payment, please tear this section at the dotted line and enclose in the envelope provided.



