

ARCTIC ENERGY INC.

Delivering on A promise.SM



December 20, 2019

Dear Valued Customer,

For 21 years, Arctic Energy has been proud to serve the heating needs of our friends and neighbors throughout the Corinth area. The bonds and friendships that have formed over the years mean a great deal to me, and it is why I find it bittersweet to say that I have decided to transfer ownership. Doing so will allow my wife and me to spend more time with our family.

Careful consideration was given to who would continue to care for Arctic Energy customers. I am pleased to share that I have chosen Dead River Company. They share the same values and commitment to responsive, personalized customer service. It was important to me to find a company that believes in putting customers and community first. As a 110 year old, family-owned business, Dead River Company has an outstanding reputation for caring about their customers, employees and the communities they serve.

To help ensure a smooth and seamless transition to this new ownership arrangement Kim & I, as well as our team, will be joining Dead River Company. The following pages contain more information and answers to questions you may have.

Along with Deanna Sherman, I want to welcome you to Dead River Company and thank you for your business. Together, we look forward to meeting your heating needs for many more years to come.

Warmest regards,

A handwritten signature in black ink that reads 'Tom Wilkins'.

Tom Wilkins
Owner
Arctic Energy

A handwritten signature in black ink that reads 'Deanna S. Sherman'.

Deanna S. Sherman
President & CEO
Dead River Company

Welcome to Dead River Company.

Delivering on **A promise.**SM



Our promise is to deliver an exceptional level of customer service; that means consideration of your time and schedule, paying close attention to the details that matter most to you, and doing our jobs with skill and expertise. We also believe in being local so we can respond quickly and dependably. Whenever you call upon us, we guarantee to be ready.

To help answer your questions about Arctic Energy becoming Dead River Company, we have put together the following Q&A. If you have any additional questions or concerns, please do not hesitate to contact us at **(207) 285-3321**— we want to hear from you.

Who is Dead River Company?

Founded in 1909, Dead River Company has its roots in the forest products industry. The company was named for the Dead River that flowed through much of its timberland in remote areas of western Maine. The acquisition of a heating oil company and a small chain of gasoline stations in 1936 marked the entrance of Dead River Company into the petroleum business. Still a family-owned company 110 years later, we are committed to your comfort, peace of mind and satisfaction and ensuring that you always feel cared for. We take great pride in being local, supporting our communities and responsively serving you. You can call on us any time, day or night, and we will be there.

When will the sale be completed?

The sale of Arctic Energy has been finalized.

Will the Arctic Energy office remain open?

Because of the close proximity in location to Dead River Company offices, by mid-January, the Arctic Energy office will move to Dead River Company's 103 South Main Street, Brewer location.

Will the phone number change?

You can still reach us at **(207) 285-3321**.

If I have a question, who can I talk to?

Please continue to call us at **(207) 285-3321**.

Will there be staff changes?

Tom Wilkins and his team are staying on with Dead River Company.

Will the name change?

By mid-January, the Arctic Energy office will relocate to Dead River Company's 103 South Main Street, Brewer location. At that time, Arctic Energy will take on the Dead River Company name.

Will my account number change?

By mid-January, you will be assigned a new Dead River Company account number, which you will find on your Dead River Company delivery invoice or statement.

Who will be making my deliveries?

Arctic Energy delivery drivers will become part of Dead River Company's team. Although we can't guarantee a specific driver for every delivery, it is possible you will see a familiar face.

Will my delivery arrangements change?

If you are on automatic delivery, we will continue to deliver automatically. If you are accustomed to calling when you need a delivery, please contact the office as you normally would.

Will you be delivering on the same day(s) of week to my town?

Dead River Company is committed to timely, responsive deliveries. We are in Corinth and the surrounding communities multiple days per week.

Will I receive any paperwork at time of delivery?

By mid-January, you will begin to receive Dead River Company delivery invoices, which will be left at the time of delivery. Please see back page for additional information regarding how to read these invoices.

What if I need to schedule my annual tune-up or service work on my heating equipment?

Please continue to request heating system service by calling **(207) 285-3321**. Arctic Energy's service technicians are now part of the Dead River Company team. All of our technicians are highly skilled at troubleshooting, repairing and maintaining your home heating equipment. We guarantee our quality of work and offer 24/7 emergency no-heat service.

I currently have a Service Plan with Arctic Energy, will you honor that?

Yes. Dead River Company will honor the terms of your current Arctic Energy Service Plan through to its expiration date. Upon renewal, we will contact you about plan options.

Who do I make checks payable to?

Please make your checks payable to Dead River Company, and your payment will be properly applied to any owed amount.

Where will I pay my bill?

You have several options for paying your bill, to include:

- Mailing payments to Dead River Company, PO Box 40, Brewer, ME 04412
- Stopping by the office at 103 South Main Street, Brewer
- Upon receiving your first Dead River Company delivery invoice, you can use the account number on the invoice to enroll in Dead River Company's MyAccount online account management service. To enroll, please visit **deadriver.com** and be sure to have your Dead River Company account number handy.

Will you continue to automatically charge my credit card?

If you have a credit card on file at Arctic Energy, please contact us to authorize Dead River Company to continue to process payments using this card.

Can I use Dead River Company's online bill payment system to pay my bills?

Upon receiving your first Dead River Company delivery invoice, you can use the account number on the invoice to enroll in MyAccount – Dead River Company's online account management service.

With MyAccount you can view and pay account balances, as well as order and pay for deliveries online. Again, to enroll will require a Dead River Company account number.

Can I sign up for a monthly budget or price protection plan with Dead River Company?

In the spring, a variety of monthly budget and price protection plans will be available. We will notify you when plans are open.

Other questions?

Dead River Company wants to ensure you feel at home with us. If you have additional questions, please do not hesitate to contact us at **(207) 285-3321**. You can also learn more about Dead River Company at **deadriver.com**.

We look forward to continuing to serve your heating needs.

Dead River Company Delivery Invoices

When Dead River Company makes a fuel delivery, you will receive a delivery invoice – typically left at the door. The information below will help familiarize you with this document.

Delivery Invoice

- 1 Invoice number will appear at the top left.
- 2 Number of gallons delivered.
- 3 Price per gallon at the time of delivery.
- 4 Amount due at time of delivery. Charge approved customers will see a prompt-pay discount amount due if paid by the date indicated on the invoice.
- 5 Driver information, as well as customer address.
- 6 Your new Dead River Company account number.

Noteworthy

- Charge approved customers will pay from the invoice left at the time of delivery, we will not be sending a separate invoice in the mail.
- If you normally pay by credit card, please call us at **(207) 285-3321** to pay over the phone.

For cash required on delivery (C.O.D.) customers:

Receipt is presented at time of payment to the driver

- 7 Amount paid at time of delivery.
- 8 Method of payment at time of delivery.

INVOICE NO	QUANTITY	DESCRIPTION	AMOUNT
503001 1	138.5 gallons 2	HEATING OIL @\$2.699/GALLON 3 Previous Balance INVOICE SUBTOTAL PLEASE PAY THIS AMOUNT 4	\$373.81 \$0.00 \$373.81 \$373.81
DEAD RIVER COMPANY DRIVER ID: 100 VEHICLE: 200 11/1/17 08:45 5 SUE CUSTOMER 120 DELIVERY LANE DELIVERY, MAINE 12345 ACCT: 12345-001 6 TANK SERIAL #: 123456789		Odorized Propane That Cust	

Dead River Company
PO Box 1100
Lewiston, ME 04243-9402

R E C E I P T

Vehicle: 200
Driver ID: 100

Receipt: 503001 11/1/17 08:45
12345-001
Sue Customer

Amount Received: \$373.81 **7**
Payment Method: Check **8**

Joe Driver

Driver's Signature

The sample image is for illustration purposes only.