



November 2, 2020

Dear Valued Customer,

For 70 years, Fortier & Son, Inc. has proudly served the heating needs of our friends and neighbors throughout the Somersworth 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 retire and transfer ownership of Fortier & Son, Inc. to Dead River Company. Doing so will allow me to spend more time with family.

I have given careful consideration as to who could or should continue to care for our Fortier & Son, Inc. customers. It was important to me to find a company that believes in putting customers and community first. Dead River Company shares the same values and commitment to responsive, personalized customer service. As a 111 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, the team you have come to know and trust will be joining the Dead River Company team. 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 remaining loyal. I know your heating needs will be well-served for many more years to come.

Warmest regards,

A handwritten signature in black ink that reads "Robert Fortier".

Bob Fortier  
Owner  
Fortier & Son, Inc.

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

Deanna S. Sherman  
President & CEO  
Dead River Company

# Welcome to Dead River Company.



**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 Fortier & Son, Inc. transitioning ownership to 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 **(603) 692-3595** – 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 111 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 responsibly 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 Fortier & Son, Inc. has been finalized.

## **Will the Fortier & Son, Inc. office remain open?**

Because of the close proximity in location to the Dead River Company Somersworth office, by late-November, the Fortier & Son, Inc. office will move to Dead River Company's 432 Route 108, Somersworth, NH location.

## **Will the phone number change?**

You can still reach us at **(603) 692-3595**.

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

Please continue to call us at **(603) 692-3595**.

## **Will there be staff changes?**

The team you've come to know and trust is staying on with Dead River Company.

## **Will the name change?**

By late-November, the Fortier & Son, Inc. office will relocate to Dead River Company's 432 Route 108, Somersworth, NH location. At that time, Fortier & Son, Inc. will take on the Dead River Company name.

## **Will my account number change?**

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

## **How do I schedule a delivery?**

If you contact Fortier & Son, Inc. to schedule a delivery, you can continue to do so by calling **(603) 692-3595**.

## **Who will be making my deliveries?**

Fortier & Son, Inc. 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 – **(603) 692-3595**.

### **Can I order my delivery online?**

If you typically schedule a delivery over-the-phone, Dead River Company does offer an online ordering and payment service. Upon receiving your first Dead River Company delivery invoice, you can use your Dead River Company account number on the invoice to enroll in MyAccount where you can order and pay online for your fuel. To enroll, please visit **DeadRiver.com** and be sure to have your Dead River Company account number handy.

### **Will my payment terms or prompt-pay discount change?**

For those customers who presently have 30 days to pay, Dead River Company will continue to offer this benefit. With Dead River Company, you will experience competitive pricing, as well as a prompt-pay discount when your delivery balance is paid in full within 15 days. If you have questions, please contact us at **(603) 692-3595**.

### **Will you uphold my pre-buy agreement?**

Yes, we will uphold your current pre-buy agreement through the end of its contract. At that time, we will contact you with plan options, to include a pre-buy plan.

### **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 Somersworth and the surrounding communities multiple days per week.

### **Will I receive any paperwork at time of delivery?**

By late-November, 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 servicing by calling **(603) 692-3595**. Fortier & Son, Inc.'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, no-hot water service. Dead River Company also offers a heating equipment service plan. Plan information can be found at **DeadRiver.com** or by calling **(603) 692-3595**.

### **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, 432 Route 108, Somersworth, NH 03878
- Stopping by the office at 432 Route 108, Somersworth, NH
- 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 where you can pay your account balance online using your debit card, credit card or bank account information. To enroll, please visit **DeadRiver.com** and be sure to have your Dead River Company account number handy.

### **What is Dead River Company doing to keep its customers and employees safe during the pandemic?**

Amidst the pandemic – and every day – the safety and well-being of our employees, customers and communities always comes first. We have implemented a number of protocols to include our employees participating in daily health screenings, maintaining appropriate social distancing, mask wearing, and sanitizing of vehicles and offices. For more information, please take a moment to visit **DeadRiver.com/COVID19**.

### **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 **(603) 692-3595**. 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 would like to pay by credit card, please call us at **(603) 692-3595** 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 <b>1</b>	148.5 gallons <b>2</b>	HEATING OIL @\$2.099/GALLON <b>3</b> Previous Balance INVOICE SUBTOTAL PLEASE PAY THIS AMOUNT <b>4</b>	\$311.70 \$0.00 \$311.70 \$311.70
DEAD RIVER COMPANY DRIVER ID: 100 VEHICLE: 200 10/30/20 08:45 <b>5</b>  SUE CUSTOMER 120 DELIVERY LANE DELIVERY, MAINE 12345  ACCT: 12345-001 <b>6</b> 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

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Receipt: 503001  
12345-001  
Sue Customer

10/30/20 08:45

Amount Received: \$311.70 **7**  
Payment Method: Check **8**

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*Joe Driver*

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Driver's Signature

The sample image is for illustration purposes only.