



May 19, 2025

Dear Valued Customer,

Since 1911, three generations of the Holmes family have proudly served the heating needs of our friends and neighbors in the Belfast area. The relationships that our family has formed in that time mean a great deal to us, and that is why I find it bittersweet to say that I have decided to retire after 55 years. Doing so will allow me more time to spend with my family.

After careful consideration as to who should continue to care for our loyal customers, **I have decided to transfer ownership of Consumers Fuel Company to Dead River Company.**

Knowing Dead River Company's reputation for prompt, reliable, personalized service, the Consumers Fuel team was excited to join the Dead River Company team. The team has been warmly welcomed as valued members of the Dead River Company family. You can still stop in to say hi to Ralph, Meagan, Lynn and the others at our Main Street office.

As we rebrand Consumers Fuel Company to Dead River Company, there are a few things we want to share with you.

- **The office at 12 Main Street in Belfast is still open and you can reach us at 207-338-2000.**
- You will begin to see the Consumers Fuel team in Dead River Company uniforms. You may also see some new faces from Dead River Company.
- You could see either a Consumers Fuel Company or Dead River Company delivery truck or service vehicle at your home or business. Over time, all vehicles will be rebranded to Dead River Company.

We want you to feel at home with Dead River Company. Some additional information has been enclosed. If you have any additional questions, please don't hesitate to call us at 207-338-2000.

In closing, we want to share that the team is excited about the future with Dead River Company - an organization dedicated to upholding the values we so believe in - integrity, caring and excellence.

On behalf of the entire team, at both Consumers Fuel Company and Dead River Company, we want to thank you for your business, your trust, and your loyalty. We know your heating needs will be well-served for many more years to come.

Warmest regards,

A handwritten signature in cursive script that reads "John W. Holmes".

John Holmes

A handwritten signature in cursive script that reads "Jeremy Daigle".

Jeremy Daigle
General Manager

About Rebranding

John Holmes has transferred ownership of Consumers Fuel Company to Dead River Company. The following provides information on topics that you may have questions about. If at any time you have additional questions, please give us a call at 207-338-2000.

General Information

Consumers Fuel Company has been rebranded to Dead River Company as of May 19th. Dead River Company offers propane, heating oil and kerosene deliveries, 24/7 emergency delivery and no-heat service. In the event of a heating related emergency, please call 207-338-2000.

Account Number & MyAccount

You now have a new Dead River Company account number. You will find this number located on all Dead River Company delivery tickets, invoices, and statements.

With your new account number, you can easily enroll in MyAccount, Dead River Company's online account management platform. MyAccount offers:

- Ability to securely make payments online
- Access to billing documents, like delivery and service invoices
- Option to "go paperless"
- Option to sign up for automated notices, like delivery notifications
- For those who contact us to schedule a delivery, the ability to order and pay for fuel online

Please visit MyAccount.DeadRiver.com to enroll.

Delivery Arrangements

If you are on automatic delivery, we will continue to deliver automatically; although the days we deliver may vary from what you are accustomed to.

If you typically contact us when you need a delivery, please call your local office at 207-338-2000. With your new Dead River Company account number, you will also have the option of conveniently ordering and paying for fuel online at DeadRiver.com.

Prompt Pay Discount

All eligible accounts will receive a 10 cent per gallon prompt

pay discount when the balance is paid in full within 15 days! This applies to eligible heating oil and propane deliveries.

Invoices & Statements

You will now receive deliveries, invoices and statements from Dead River Company. All service invoices will be mailed to you. In most cases, delivery invoices and remittance envelopes will be left at the time of delivery. When you enroll in Dead River Company's MyAccount, you can easily access the documents online and opt to go paperless if you choose. If you need any assistance, please don't hesitate to call us at 207-338-2000.

Making Payments

Payment Methods: All checks should be made out to Dead River Company. Payments should be mailed to Dead River Company, PO Box 70354, Philadelphia, PA 19176-0354. You are also welcome to stop by your local office to drop off your payment or make a payment online via MyAccount.

Automatic Payments: If you have automatic payments set up, we will continue to automatically process them. For budget customers, the date of automatic payments will be set to the 15th of each month beginning in June.

Important To Change Payment Address: If you are enrolled in your financial institution's bill payment service, please log into the service and change your Consumers Fuel Company payment information to your new Dead River Company account number and the new payment mailing address: PO Box 70354, Philadelphia, PA 19176-0354.

Security of Supply

With 70 bulk storage facilities and proprietary propane rail terminals, Dead River Company has the infrastructure and supply agreements to meet your fuel needs. When you call upon us, we will be ready, 24/7.

Thank you for your business!

We all look forward to continuing to expertly serve your heating needs for many years to come.