



Dear Valued Customer,

For many years, City Fuel has proudly serviced the heating needs of our friends and neighbors in Greater Manchester. The bonds and friendships that we have formed mean a great deal to us, and we thank you for your continued loyalty.

In October of 2025, City Fuel made the decision to transfer ownership to Dead River Company. Since then, the team has been warmly welcomed and has operated under the City Fuel name as valued members of the Dead River Company family. In addition, we have continued to provide prompt, reliable, personalized service to our customers.

Now it's time to rebrand City Fuel to Dead River Company. This change will go into effect March 28th.

- You can still reach us at the same phone number 603-669-3033, or at 603-625-8531.
- The Willow Street office will close to customer traffic. Our employees will be moving just down the road and you can visit us at 159 Elm Street in Manchester.
- You will begin to see the City Fuel team in Dead River Company uniforms. You may also see some new faces from Dead River Company.
- You could see either a City Fuel 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.
- If you are on a service plan or a budget plan, please see additional information attached.

We want you to feel at home with Dead River Company. Some additional information has been enclosed. If you have any questions at all, please don't hesitate to call us at 603-669-3033.

In closing, we want to share that the team is very 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 our entire team, we want to thank you for your business and your trust. We know that your heating needs will be well served by Dead River Company for years to come.

Warmest regards,

Jessica Rosado
General Manager

On March 28th, City Fuel will be rebranded to Dead River Company. The following provides information on topics that you may have questions about. If you have additional questions, please give us a call at 603-669-3033 or 603-625-8531.

Account Number & MyAccount

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

As of March 30th, 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 603-669-3033. 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

As of March 30th, 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

Upon rebranding, **billing documents will no longer be automatically mailed to you.** Service invoices will be mailed to you and 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.

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. We encourage the use of MyAccount to ensure prompt payment receipt.

Important To Change Payment Address: To help prevent any payment processing delays, if you are enrolled in your financial institution's bill payment service, please log into the service and change your City Fuel 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.