



PINE STATE ENERGY, LLC  
PO Box 470  
SCARBOROUGH, ME 04070

WWW.PINESTATEENERGY.COM  
TEL. (207) 883-8096 FAX (207) 321-2270

B5 Biofuel Home Heating Oil & Diesel • Energy Efficient Upgrades • Solar  
Geothermal • Radiant Floor Heating • Wood Pellet Boilers & Bulk Pellet Delivery

Greetings,

It's that time of year again! Spring is in the air and most people don't want to even think about next year's heating season. But if you plan accordingly, you could hopefully save money which is why we create yearly contracts per our customer's requests. Last year Fixed Price customers saved on average **\$.52 per gallon!**

In thinking about our past heating season, everyone at Pine State wants to thank you for making a difference. Thanks to your support, last year we offset over 42,500 gallons of foreign produced oil. We are proud to only offer Bioheat heating oil. Bioheat is kind to Mother Earth, your heating system and your wallet! If every American household using heating oil used B5 heating oil like you did, we would be reducing our nations petroleum consumption by up to 500 million gallons per year- that's equivalent to about 700,000 cars being taken off the road! This would be a big step towards conserving oil, and reducing greenhouse gas emissions. We highly encourage you to visit our website at [www.pinestateenergy.com](http://www.pinestateenergy.com) to learn more about the benefits of Bioheat heating oil.

One of our goals in going green is to save more paper. One way we can achieve this is to eventually convert to a paperless system. We would be delighted if you could assist us in facilitating this change by submitting your email. You may log on to our website and submit your email on our home page, fax it, Email it to [info@pinestateservices.com](mailto:info@pinestateservices.com) or simply call it in. To reward you for your "Green" efforts, we will enter your email into a random drawing to win dinner for two! One winner will be chosen on April 30, 2010.

Enclosed with this letter you'll find our 2010/2011 heating oil contract along with our Credit Card Authorization, Site & History and Energy Service Contract forms. The Energy Service Contract is a special offer for the maintenance and service of your heating system and is priced especially for our Oil Contract customers.

Please review the contracts and give one of our Customer Service Representatives a call should you have any questions. We would be happy to discuss these options with you.

Sincerely,

Your Pine State Energy Team

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*The figures below will help you determine your needs for next year's heating season.*

Your household used \_\_\_\_\_ gallons of B5 heating oil between the months of May 2009 until April 2010. By using our B5 heating oil your household helped offset \_\_\_\_\_ gallons of traditional oil thus reducing the effects of global warming and our dependence on foreign oil. *Thank you.*





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## Pine State Services-Energy Service Contract

### \$199 Precision Cleaning and 32 Point Tune-up

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Perform an efficiency test</li> <li>• Inspect and vacuum smoke pipe and boiler (or furnace) as necessary</li> <li>• Visual wiring inspection</li> <li>• Test and check all oil burner safety controls</li> </ul> | <ul style="list-style-type: none"> <li>• Change nozzle and clean nozzle assembly</li> <li>• Replace oil filters or strainers</li> <li>• Lubricate motors and bearing assemblies</li> <li>• Clean and adjust ignition system</li> </ul> |
|---|--|

### \$99 Additional Burner Protection Plan

Available to those customers purchasing a precision cleaning and tune-up.

*Parts and Labor on the following:*

Blower	Controls	Burner	Tank	Other
Air filter	Primary	Coupling	Gauge	Smoke pipe
Belt	Transformer	Motor	Valve	
Motor (up to 3/4 hp)	Fan and limit switch	Valve	Vent Alarm	
	Stair and burner toggle switch	Pump strainer		
	Cad cell assembly	Nozzle		
	Pressuretrol (steam)	Oil filter (cartridge & complete)		
	Aquastat	Fuel pump		

- Exclusions** Energy Service Contracts do not cover:
- Complete replacement of oil burner, boiler, tank, furnace, combustion chamber or heat exchanger.
  - Air conditioning equipment, antifreeze, clock thermostats. Tankless coils, gaskets and related labor.
  - Malfunctions due to switches left off; blown fuses; oil or water valves left off; electrical failures unrelated to heating system; system freeze-up even if due to failure of a covered part; flooded cellars, failure to fill manually fed boilers or flush low water cut-offs.
  - Heat and hot water distribution systems and their accessories.
  - Wood or coal units and their parts, power venters and draft inducers,
  - Burner Service required due to failure of adequate fuel supply or your delivery being held due to unsatisfactory credit status.
  - This plan does not cover, and we are not responsible for, any damages, including environmental damage arising out of any leakage or spillage from any oil lines, oil tanks or any other part of your heating system.
  - Indirect fired water heaters and storage tanks.

- Terms and Conditions**
- Payment is due upon acceptance of contract.
  - This plan is offered exclusively to customers who purchase their total requirements of fuel from Pine State Energy. Cancellation of fuel or oil delivery or failure to maintain a satisfactory credit status automatically terminates the contract without a refund.
  - We reserve the right to inspect and approve the heating system prior to issuing a contract. Improperly installed equipment not meeting state or local codes cannot be covered. Repair, if authorized, would be done at prevailing rates.
  - This plan covers only residential systems fired at 2.0 gallons an hour or less. Other systems (over 2.0 gallons an hour) are subject to increased rates available upon inspection.
  - Terms of this agreement are for a period of twelve months from the date of invoice and will renew automatically each successive year unless either party gives notice prior to the renewal date.
  - We will not accept liability for: Any work performed on heating equipment other than by our own technicians or others authorized by us. Any direct or indirect injury, damage or resulting failure of the oil burner, associated equipment or dwelling due to an act of God, unavoidable delays, fires, abuse, neglect or any cause beyond our control.
  - This plan does not cover, and we are not responsible for any damage including environmental damage, arising out of any leakage or spillage from any oil lines, oil tanks or any other part of your heating system.

**Customer Name:** \_\_\_\_\_ **Account Number:** \_\_\_\_\_

**Site Address:** \_\_\_\_\_

**Billing Address (if different):** \_\_\_\_\_

**Phone (Home)** \_\_\_\_\_ **Phone (Work)** \_\_\_\_\_ **Phone (Cell)** \_\_\_\_\_

**Email Address** \_\_\_\_\_

**\$199 Precision Cleaning & Tune-Up**     **\$99 Burner Protection Plan**     **Total \$** \_\_\_\_\_

**Credit Card Number:** \_\_\_\_\_ **Expiration Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_ **CVV#:** \_\_\_\_\_

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

*Signature acknowledges that you have read and agree to the contract terms. Signature authorizes Pine State Services to charge the above listed credit card account for the total entered above. (\$199 or \$298)*

**Please make checks payable to Pine State Services.**



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## Heating Oil Contract 2010-2011

### 1. Pre-Pay /Auto-Fill (Fixed Rate) *Lock in your price!* (Full payment required up-front)

Your price per gallon is guaranteed. You buy a certain number of gallons at a specific price per gallon. We deliver to you automatically. You pre-pay for the oil all up front. We secure your oil with our vendor so it is safe. **You must use up the oil purchased by May 31, 2011. Your purchased oil does not carry over to the next season. (Minimum 500 gallons)**

Pre-purchase oil at a fixed price of \$2.599 per gallon x \_\_\_\_\_ gallons.  
 Amount due with signed contract \$ \_\_\_\_\_. (Add \$.07 per gallon if paying with Credit Card)

### 2. Budget/Auto-Fill (Fixed Rate) *Lock in your price & spread out your payments!*

Use all the oil you need while controlling the amount of money you're spending. We eliminate high spikes in your heating bills by spreading out your invoices over a 8 month period. (7/19-2/11) **You must take delivery of the oil by May 31, 2011.**  
(8 Month Payment Term, CC required on file)

Gallons Requested: \_\_\_\_\_ x \$2.699 (price per gallon) = Annual Total \$ \_\_\_\_\_.  
 10% of the Annual Total is \$ \_\_\_\_\_ (This is your *Deposit*), Annual Total – Deposit = \$ \_\_\_\_\_ (This is your *Balance*)  
 Monthly Payment (Balance/8 months) = \$ \_\_\_\_\_ (This is your monthly payment for *July 2010-February 2011*)  
*(Minimum 500 gallons)* (Add \$.07 per gallon if paying with Credit Card)

### 3. Budget/Auto-Fill *Spread out your payments & follow the market!*

Use all the oil you need while controlling the amount of money you're spending. We eliminate high spikes in your heating bills by spreading out your invoices over a 10 month period. (7/10-4/11)  
(10 Month Payment Term, CC required on file)

Budget payments based on an estimated seasonal price per gallon. *Please call for your monthly budget payment.*

### 4. Pay As You Go/Auto-Fill *Follow the market.*

(Daily Cash rate -.04 discount if paid by check and within 5 days of delivery) **(Credit Card Required on File)**  
 Pay at time of delivery or within 5 days. After 5<sup>th</sup> day with no payment, we will run your credit card for full payment without the \$.04 discount. With this option, you will lose the flexibility of spreading your payments and the security of a fixed rate.

Please read the following Contract Terms carefully and call a customer service representative at (207) 883-8096 if you have any questions.

1. **Oil Delivery is from October 2010-May 31, 2011** Pre-pay and Budget customers will automatically be enrolled in our Pay As You Go/Auto-Fill program as a courtesy in the event that you need more oil than contracted.
2. **Additional FREE Benefit:** With option 1, 2 & 3 you will be upgraded to **Priority Member Status** with Pine State Services for all your service needs. Includes Preferred Pricing and Top Priority Level Service.
3. Contract period for Budget/Auto-Fill **(Fixed Rate)** payments are from July 2010-February 2011. Budget payments are due on the 15<sup>th</sup> of each month.
4. Contract period for Budget/Auto-Fill payments are from July 2010-April 2011. Pine State Energy will review your usage and the price of oil in December of 2010 and adjust your payments accordingly. Budget payments are due on the 15<sup>th</sup> of each month.
5. Contract must be signed and returned with **deposit of 10% no later than June 18<sup>th</sup>, 2010** for Budget/Auto-Fill customers only. Pre-pay/Auto-Fill contracts must be paid in full by **June 18<sup>th</sup>, 2010**. Prices listed are based while supplies last. Min. 500 gallons.
6. If you are over 10 days late with your budget payment, we will require the overdue budget payment before the next delivery.
7. If you are over 30 days late with your budget payment, we will run your CC for the full balance. Credits will be applied to next year's budget plan.
8. It is your responsibility to notify us of any changes to your account in writing either by fax, Email or US mail.
9. Pine State Energy has the right to terminate any contract for nonpayment after 10 days past due & reserves the right to terminate this offer at anytime.

#1  Pre-Pay Option    #2  Budget Option (Fixed Rate)    #3  Budget Option    #4  Pay As You Go Option

Customer Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Delivery Address: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Phone (Home) \_\_\_\_\_ Phone (Work) \_\_\_\_\_ Phone (Cell) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

*Signature acknowledges that you have read and agree to the contract terms. Please mail or fax in copy of contract.*



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### Credit Card Authorization/Delivery Site & Billing Information.

*This form must be filled out to process your home heating oil contract.*

<b>Name:</b>			
<b>Mailing Address:</b>			
<b>City:</b>		<b>State/Zip:</b>	
<b>Email Address:</b>			
<b>Credit Card Type:</b>		<i>(Circle one)</i> <b>Mastercard</b> <b>Visa</b> <b>Discover</b> <b>Amex</b>	
<b>Card Number:</b>			
<b>Expiration Date:</b>		<b>CVV#:</b>	
<input type="checkbox"/> <b>Pre-Pay Option</b> -One time amount to authorize: \$			
<input type="checkbox"/> <b>Budget Option</b> -Amount to authorize per month: \$ <i>Cards will be run on the 1st of the month for the Budget Option Contract.</i>			
<input type="checkbox"/> <b>Automatic Delivery</b> -Your card will be run on day of delivery unless paid COD to delivery driver. You will pay the daily auto rate x amount of gallons delivered.			
Number of tanks:		Tank gallon size: 275 _____ 330 _____ Other _____	
Fill pipe location:			
Is the water heated off the boiler?		Single family home or multi-unit ( <i>Please list # of units</i> ):	
Color of building		Prior delivery history ( <i>every week, two weeks, etc</i> )	
How will you be making your payments? <i>Please circle:</i> Cash/Check   Credit Card			

I authorize Pine State Energy to charge the above listed credit card account for purchases and services rendered in connection with the delivery of heating oil and fuel products. I understand that the budget and automatic delivery payment program will remain in place unless I send written notice. Any changes in my credit card status, mailing or service address must be received in writing. Changes may be sent via e-mail to [energy@pinestateservices.com](mailto:energy@pinestateservices.com). **Fax (207) 321-2270** or U.S. Mail: Pine State Energy, P.O. Box 470, Scarborough, ME 04070.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Name Printed** \_\_\_\_\_

Visit <http://www.bioheatonline.com/> to learn more about Biofuels

