

George PROPANE

SmartPay Plan Frequently Asked Questions

Q: How will you come up with my monthly SmartPay payment amount?

A: We take the average number of gallons you used in the past 3 years and multiply this by projected prices for the coming season. The total amount—after any credit balance on your account is applied—is then divided by 11 months.

Q: What happens if your fuel price estimate is incorrect?

A: If our estimate is too high or too low, we will adjust your monthly payment amount accordingly. In most years, adjustments to SmartPay payments have been relatively modest.

Q: How do I pay you?

A: To participate in the SmartPay plan, payments must be automatically deducted from your checking or savings account. You can go to georgepropane.com and complete the Bank Deduction Authorization form by clicking on the *Autopay From Bank Account* option under the *Payment Plans/SmartPay* tab. Or call us at 413-268-8360 and we will mail you this form.

Q: Do I have to renew my SmartPay plan every year?

A: No. We will renew our SmartPay customers automatically, unless you advise us not to do so.

Q: How does a price cap work?

A: A price cap sets a ceiling, or cap, on how high your price can go. It also protects you if prices go down; anytime our price is below the ceiling, you pay the lower price.

Q: Which way are prices likely to go?

A: We wish we could tell you, but it's like trying to predict the stock market. As we have seen, there are many factors that affect fuel prices, including supply and demand, global events and the weather. Fortunately, you have options that can help stabilize your fuel price.

Q: Why do you need to charge a fee for a price cap?

A: We can't provide this kind of "insurance" on our own. Our suppliers charge us a fee, and we pass this fee on to our customers.

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Q: How is my fee paid?

A: Even though we allow you to spread the cost of your fee over 11 months along with the cost of your fuel, we use your first monthly payment(s) to pay your cap fee because this cost is immediately due to our suppliers.

Q: How long does my price cap protection last?

A: Your price cap will remain in effect through July 31. Because we make a commitment to our fuel suppliers for this protection, you must sign a contract when you choose a price cap. Please call us at 413-268-8360 to sign up or if you have any questions.

Q: What if I don't get a price cap?

A: You can remain in SmartPay and pay our competitive market price, but without any price protection.

Q: Do I really need price protection?

A: Some customers are fine just paying our market price. There is no fee, but their price can move up or down. However, if you are worried that the price of propane could spike up, enrolling in a price cap plan can give you peace of mind.

Q: Is a price cap available only with SmartPay?

A: No, a price cap is available to everyone.

Q: What if I already signed up for your Pre-Pay Fixed Price plan?

A: If you want to switch to the SmartPay plan and/or get a price cap, simply call us and we'll make the required adjustments.