

# Update

SPRING/SUMMER  
2018



## So Many Options to Serve You

*After two previous years of mild winters, extreme cold caught many energy users off guard. Increased usage and equipment failures due to the cold, combined with the ups & downs in energy prices impacted household budgets just after the holidays. To help you prepare for next winter, we want to remind customers of all the products and services we offer to keep you reliably warm within your budget.*

### Price Plans

Downeast Energy has been offering price protection plans for over 25 years. A price protection plan is the best and easiest way to protect your energy budget. Downeast offers two options for our propane and fuel oil customers:

- **Propane or Oil Pay Monthly Plan:** Based upon your annual consumption and our best estimate of what prices will be next season you can spread your payments out over 10 months.
- **Propane or Oil Upfront Payment Plan:** Based upon your annual consumption and our most current locked-in price you can pay your entire bill upfront and have "Peace of Mind."

### Service Plans

The extreme cold we experienced in January pushed many heating systems to the limit. A heating system breakdown when temps are well below zero means more than just inconvenience, it represents a real danger to your family and property.

All service plans from Downeast Energy include an annual inspection and tune-up to help head off problems before the heating season starts. Should something break, you have assurance that our service department is available 24/7/365 for emergency repairs.

We have number of service plan options available to meet every budget. Even though the past few winters have been relatively mild, things tend to break at the most

inconvenient time. Don't take a chance on another winter.

### Our Fuels

Many homes that are heated with oil are also adding propane. Propane provides a number of amenities that customers desire and does a better job than electricity for cooking, clothes drying and water heating.

We have a number of incentives available for customers who may receive one fuel from Downeast, but the other from another supplier. Or, if you are thinking of adding new propane or upgrading your oil heat, we have experienced Energy Advisors available to meet with customers at their convenience to provide free quotations for new installations and appliances.

## Downeast Energy Online

***Finally, for customers who do not require service, automatic delivery or price plans/budget options, we offer convenient online ordering through our [Downeastenergyonline website](http://Downeastenergyonline.com).***

Will-call customers can receive our best daily price for fuel oil when ordering online with a credit card. Upon placing your order, deliveries are made within 5 business days. *A reminder that online fuel purchases do not include options for service plans, automatic or emergency deliveries or price/payment plans.*



## Refill Your Grill

Time to fire up the BBQ as the warm weather arrives. Ensure that you have enough gas before the food hits the grill. Visit our website for a complete list of over 40 Downeast Energy supplied refilling stations across our service region. While expensive cylinder exchanges are convenient in a pinch, refilling stations still offer the best value for your small propane tanks.

[www.downeastenergy.com/propane-refilling-stations](http://www.downeastenergy.com/propane-refilling-stations)



## Value Shared Service Plan

Downeast Energy has always promoted the value of a service contract for your home heating appliances. A service contract includes an annual tune-up and inspection to ensure your system is running at its best, as well as parts and labor coverage should something break (even in the middle of the night). While our standard service plan provides the best protection, it also comes with a higher cost.

Many customers asked us for another option and we are pleased to offer our new Value Shared Service Plan (VSSP). The VSSP covers many of the same common parts as our other plan, and rather than providing full coverage, splits the cost of service calls with the customer. This ensures you don't pay for coverage you don't want and helps reduce the cost of repairs when you do need them. In the event of an emergency, rest assured that our team of qualified, licensed technicians are available 24/7/365 (even holidays) to ensure that we will be there when you need us the most.

**\$199.95** for central heating systems

**\$149.95** for water heaters and space heaters

## Customer Spotlight



### Lisa Andromalos – Yarmouth

Lisa is a new customer to Downeast Energy who decided to join our growing family of customers after her discount dealer was unable to deliver fuel during the extreme cold in January. We received many requests from competitor customers to help them during the extreme weather. While our priority is that Downeast Energy customers always come first, team member Stephen McCusker had friends in Yarmouth who saw the desperate situation on a community page and appealed to him to help Lisa's family.

On a Friday night in early January, Lisa's propane tanks finally ran dry. After a week of calling, emailing and visiting the offices of her previous supplier, she received word that all of the requests she had been making were never processed. She was still at the back of the line to receive a fuel delivery (at least 10 days). Steve got an email late that night describing the situation and spoke with the customer soon after. The family had spent the previous night in one bedroom of the house where an electric space heater was running. After enrolling Lisa as a new customer, Steve and two additional team members connected new Downeast propane tanks and had the customer back with heat by 9am Saturday morning.

Though Downeast was not entirely perfect during this extreme cold stretch, we fared far better than most of our competitors. A reminder that when you choose Downeast as your energy company we will always do our best to serve every customer through every winter.

*Whether pulling a hose in below zero weather, repairing the heat of home with frozen pipes or taking hundreds of phone calls from customers, every single one of our team members endured the coldest winter in 20 years in the span of 20 days. We thank them for their dedication in serving you through another season.*

## Extreme Winter Weather

We experienced the coldest winter weather in 20 years within the span of 20 days. From the end of December to mid-January, New England set over 300 weather records for lowest tempera-



tures and prolonged cold. The combination of extreme cold, holidays, and bad weather tested our ability to serve customers when they need us the most.

Though we were not absolutely perfect, we fared much better than many of our competitors. News reports across the region reinforced the incredible demand for fuel and the challenges being faced by every energy company. Every one of our team members, whether working in the office or behind the wheel, gave their best efforts to ensure that our customers had heat during the cold. We thank our team members for their dedication and all of our customers for letting us serve you through another heating season.

## Propane Builder Rebate

Many homebuilders are making the right choice to fuel their new homes and remodels with Propane. Now builders can take advantage of up to **\$1,500 in rebates** from Propane Education and Research Council when building with Propane. Rebate packages include the uses below:

**\$1500** – Central heat, hot water, cooking, two other propane uses (dryer, fireplace, pool, outdoor, generator)

**\$1000** – Central heat, hot water, cooking, one other propane use (dryer, fireplace, pool, outdoor, generator)

**\$750** – Hot water, cooking, two other propane uses (dryer, fireplace, pool, outdoor, generator)

**\$500** – Hot water, two other propane uses (dryer, fireplace, pool, outdoor, generator)

**To learn more contact  
Downeast Energy to speak with one  
of our Energy Advisors or visit**

**[www.buildwithpropane.com](http://www.buildwithpropane.com)**

## Product Spotlight

### Emergency Power Generators

After two powerful hurricanes, many customers are once again considering the installation of a home standby generator. A propane fueled generator starts reliably, giving you all the comforts of home - in spite of the conditions outside.

### Why Run A Generator on Propane?

Generators can run on most fuels including diesel, gasoline, and Propane. Unfortunately, due to the standby nature of generators, they spend most of the time idle. When sitting for long periods of up to 6 months, diesel fuel and gasoline can gum up and clog the inner parts of the engine. Over time, these fuels can damage rubber seals and fuel lines. Propane has several advantages over diesel and gasoline. These include:

- No degradation of fuel over time
- Clean burning, reduces engine wear
- Indefinite shelf life
- Can use Propane supply for other appliances in home

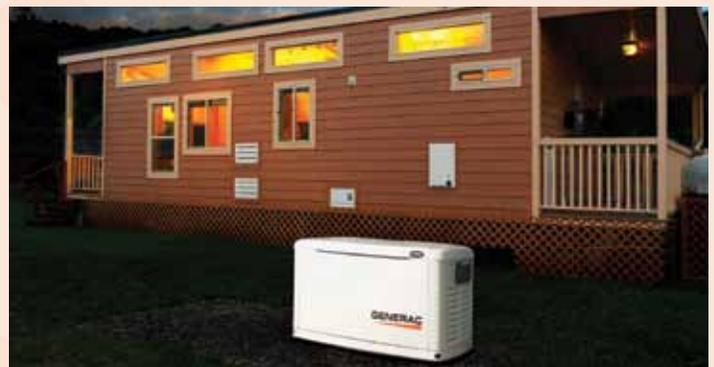
### How Long Will I have Power with Propane?

Typical home backup generators range in size from 7 kilowatts (kW) to 20kW. A 7 kW generator is powerful enough

to run only the critical systems in a home. A homeowner would have to move up to at least a 15 kW system to enjoy their home just as they would with their regular electricity.

A 7kW generator will run for 66 hours, a 12kW generator will run for 36 hours on a 100 gallon tank at full load. Most of the time, the generator is operating between 25-75% capacity and the fuel supply will last much longer.

Over the years we have seen every type of weather from record snowfall, hurricanes and floods. When the roads are clear our emergency response continues to improve after every disaster. With a backup emergency power generator, thunderstorms, ice-storms, or any kind of weather means one less thing to worry about.



## Online Self Service

Did you know that you can access a variety of customer service features online? Our website offers a number of options when you are looking for information or would like to request service.

### Account Info

Create a login to access real-time information specific to your account. Review previous account activity, schedule a delivery or securely pay your bill online.

### Request Service

You can always request service or request information or even schedule a visit from an Energy Advisor using our brief online request forms.

**And a reminder that if our phone lines should get busy and you have a non-urgent request, you can always reach us online via [info@downeastenergy.com](mailto:info@downeastenergy.com).**



## Wild Weather and Your Energy Budget

A reminder to customers that on average (using degree days) this winter has been almost as cold as last year. However, much of that cold came fiercely in January, followed by a mild February then prolonged colder than average weather in March and April. If you compare your deliveries or your bills to last year, you will certainly notice your schedule and delivery amounts are likely not the same.

If you have questions about your usage or delivery history you can easily view that information through our online account access portal or by contacting your local branch.

*And a reminder, customers on our PayMonthly Budget program never have to worry about a big bill in one month as we spread your winter energy costs over 10 monthly payments.*

## Rebates and Credits for Energy Upgrades

We want you to enjoy efficiency and comfort with incentives to help you upgrade your fuel oil or electric heating appliances to Propane. Below is a list of current incentives available to Downeast Energy customers.

- **\$300** customer credit for conversion of electric or oil fired hot water heaters to propane.
- **\$300** customer credit for conversion of electric heating system or oil fired boiler or furnace to propane.
- **\$300** customer credit towards the removal of your old oil tank when converting central heating appliance to propane.
- Certain restrictions apply. Rebate amounts applied as a customer credit only. Equipment purchased or installed by others than Downeast Energy requires proof of purchase. Rebates must be requested within 60 days of installation. Downeast Energy reserves the right to reverse or withdraw credits due to changes in eligibility.

### PGANE

The Propane Gas Association of New England has rebates available toward the safe installation of new propane hot water and heating systems when switching from oil or electricity. Contact Downeast Energy for your eligibility into the program.

- **\$300** towards the installation of a propane fueled hot water heater
- Additional \$300 for the installation of a propane fueled heating system

- Subject to rules and availability of PGANE funding

### Maine

The Efficiency Maine program offers financing towards upgrading your heating system, weatherizing your home, or making other improvements to lower your energy bills.

Homeowners are eligible for up to \$5,000 in incentives through the Home Energy Savings Program. Pair your heating project with air sealing and insulation to get the maximum incentive and increase your ongoing energy savings.

Efficiency Maine provides \$500 rebates for high-efficiency boilers or furnaces that are ENERGY STAR rated, do not have tankless coils for domestic water heating, either condense combustion gases or have advanced heat purge controls, and can either modulate heat output or are installed with fully insulated duct work or heating lines.

[www.energymaine.com](http://www.energymaine.com)

Did you install new heating or hot water equipment in 2017? Certain tax credits were retroactively reinstated as part of the new tax package. If you installed the following qualifying equipment in 2017, please consult with your tax preparer to see if you are eligible to claim the federal tax credits below.

- **\$300** – propane water heater which has either an energy factor of at least 0.82 or a thermal efficiency of at least 90 percent
- **\$150** – propane furnace or hot water boiler with an AFUE of 95% or greater