

Answering your questions

We understand that you may have questions about your oil deliveries and service. If you want to discuss anything, please don't hesitate to give us a call at **(413) 737-1468**.

Q: I have automatic deliveries — will this continue?

A: Yes, we will continue to make your deliveries automatically. We have your delivery records, but if you think your tank drops below the ¼ mark, please call us. If you no longer want to receive deliveries automatically, it is essential you notify us in writing.

Q: I call for my deliveries — who do I call now?

A: Please call us at (413) 737-1468. Please call before your tank reaches the ¼ mark, or better yet, talk to us about upgrading to automatic.

Q: What trucks will make my deliveries?

A: Your deliveries will now be made by Auth Fuels.

Q: Will my fuel price be the same?

A: Actually, it should cost less. Of course, the price of oil can change daily, due to many outside factors. But generally, our prices have been an average of 10 cents less per gallon than Suburban used to charge on any given day.

Q: When is payment due for my deliveries?

A: When we make your delivery, we will leave a yellow delivery ticket that serves as your invoice. Payment is due within 30 days (unless you are on a budget plan.) However, **we give a nice discount for payment within 5 days.** Please make your check payable to Auth Fuels and mail it to: *P.O. Box 345, East Longmeadow, MA 01028*

Q: What if I am currently on a budget plan?

A: Suburban will be refunding any money that you paid in excess of the fuel you received. You can use this to start a new budget plan with us. **However, it is likely your payments will be less with us.** Please call us to get started.

Q: What number do I call to service my heating system?

A: You can call us 24/7 for no heat calls in the winter at (413) 737-1468. Our team of experienced service professionals is top notch. Non-emergency calls are handled during normal business hours: M–F 8 a.m.–5 p.m., and Saturday during winter from 8:30 a.m.–12 p.m.

Q: What if I purchased an annual service plan from Suburban?

A: We will continue honoring your coverage as long as you are buying your oil exclusively from Auth Fuels.

(continued on reverse)

Q: *How do I schedule a tune-up for my heating system?*

A: Please call us as soon as possible so we can get you scheduled. As you can imagine, it will be very busy right now, and we will do our best to fit everyone in.

Q: *Do you install high efficiency furnaces, boilers and air conditioners?*

A: Yes, we pride ourselves on helping customers permanently cut their fuel use by installing money saving equipment. We back our work completely, and offer many options to fit your budget.

Q: *Can I make payments online?*

A: Not at this time, though we plan to add this feature in the near future.

Q: *What if I owe money to Suburban for something?*

A: Please send that money to them.

Q: *What if I have a credit with Suburban?*

A: We understand that credits will be refunded by Suburban.

Q: *Will I still be able to participate in Fuel Assistance?*

A: Yes, we participate in all Fuel Assistance Programs and accept payments from them.

Q: *Do you offer price protection?*

A: Yes. Unlike Suburban, we do have price protection programs that can control your fuel costs and give you a little more peace of mind. Please call us if you'd like to discuss.

Q: *Do you have a website that explains more of your services?*

A: Yes. Go to www.AuthFuels.com

We appreciate the chance to get to know you, and earn your trust and loyalty.
Please don't hesitate to call us with any questions. We're here for you!