

QUESTIONS & ANSWERS

About Our Capped Price Protection Programs

DO I NEED TO SIGN UP FOR A CAPPED PRICE PROTECTION PROGRAM AGAIN THIS YEAR?

Yes, even if you were enrolled last year our Capped Price Protection Programs are an annual contract between you and Main-Care Energy therefore we need authorization from you.

WHAT IS THE CAPPED PROTECTION FEE FOR?

The capped protection fee provides total price protection for all protected gallons delivered starting August 1st and ending June 30th of the following year.

- Limits (caps) your price with a maximum price per gallon
- Assures you of our lowest price if retail prices fall below the established cap.

The protection fee of \$269.99 will protect up to 1000 gallons of heating fuel for the program year. Additional gallons can be protected for \$60 per 200 gallon increment. Prepay for the year and receive a \$10 savings on your protection fee.

WILL YOU INCLUDE ANY EXISTING DEBIT BALANCE IN MY CAPPED PREPAY OR BUDGET PROGRAM?

No. In order to participate in the Capped Price Protection Program, all debit balances from the previous heating season must be paid in full prior to enrolling. If you have specific questions please call us toll free at 1-800-542-5552.

IF I HAVE A CREDIT BALANCE ON MY ACCOUNT AT THE END OF THIS YEAR, CAN I USE THAT TOWARD MY CAPPED PROGRAM FOR NEXT HEATING SEASON?

Absolutely, in fact we automatically use any credit balance toward your capped program providing all charges up to June 30th are paid separately (otherwise your gallons will be adjusted accordingly).

CAN NON-CONTRACT REPAIR SERVICE BE INCLUDED IN MY CAPPED PREPAY OR BUDGET PROGRAM?

No. It is impossible for us to estimate how much service one may need throughout the course of the year, however, we have a number of Service Plans available. *Should you choose to purchase a Service Plan*, you may include the price in your capped prepay or budget program.

DUTY TO PERFORM (FORCE MAJEURE)

Since 1930 Main-Care has been pleased to offer, as a courtesy, delivery, pricing and payment plans designed to compliment your life-style. However, as with every business, if unpredictable or extreme circumstances develop as a result of governmental action/laws, natural disasters, war, acts of God, etc., and interfere with our ability to perform as usual, then delivery, pricing or payment programs may be affected.

Please be assured, however, that Main-Care Energy will make every attempt to provide and maintain its quality services that you have come to expect and depend on.

All programs provide price protection for automatic deliveries made July 1st thru June 30th of the following year. Please see the enclosed form for program details. Programs may be closed without prior notice. All programs are subject to Main-Care Energy's credit, payment and delivery terms. All programs require a non-refundable protection fee.

WHAT IF I USE ALL MY PREPAID OR BUDGET GALLONS PRIOR TO THE END OF THE HEATING SEASON?

Should you run out of protected gallons prior to the end of the program year, you will automatically be billed at our current retail price. It is very important that you plan accordingly and protect an appropriate amount of fuel to get you through the heating season.

IF I CHOOSE THE CAPPED PREPAY OPTION MAY I PAY SEPARATELY FOR MY SERVICE PLAN

Yes you may, just notify our office toll free 1-800-542-5552 or make the adjustment on our secure customer portal at MainCareEnergy.com and we will invoice you at renewal time. (See the enclosed enrollment form and send payment for your fuel amount and participation fee only).

WHAT IS MY CAPPED PRICE PROTECTION PROGRAM PAYMENT SCHEDULE?

- **Prepay Program** - payment in full or before enrollment deadline (actual due date is included on your *enrollment form*). Send payments as early as possible as program offer may be closed without notice.
- **Extended Prepay Program** - 4 payments August through November. Refer to your budget statement for due date. (Protection fee due at time of enrollment)
- **Monthly Budget Program** - 11 payments August through June of the following year. Refer to your budget statement for due date. (Protection fee due at time of enrollment)

WHEN DOES THE CAPPED PRICE PROGRAM START AND END?

The program covers regularly scheduled automatic deliveries of fuel starting July 1st and ending June 30th of the following year.

CAPPED PROGRAM ELIGIBILITY REQUIREMENTS

- Non-refundable Capped Protection Enrollment Fee must be paid.
- All Capped Protection delivery locations must remain on an automatic delivery schedule for the duration of the program.
- Accounts must remain in good standing, otherwise capped protection enrollment could be rescinded.

CAP AND INVEST

New York State is currently drafting a new "Cap and Invest" regulation scheduled for release in early 2025, which will directly impact the prices of Natural Gas, Propane, Heating Oil, Gasoline, and all other fossil fuels. This regulation will affect all industries reliant on fossil fuels, whether directly or indirectly.

Please note that as the final costs remain unknown, our Capped Price Protection program does not include the forthcoming expenses related to the "Cap and Invest" regulation. This means that any actual expenses incurred under "Cap and Invest" will be additional to the capped price offered today. We encourage you to stay informed and prepared for these potential changes as they will affect all fossil fuel consumption within New York State.

If you oppose the implementation of "Cap and Invest," it's essential to express your concerns to New York State elected officials. For more information, visit <https://www.smarternyenergy.org>

PLEASE VISIT US ONLINE AND COMPLETE THE ENROLLMENT FORM. www.MainCareEnergy.com

Refer-A-Friend & Earn \$\$\$ for you and \$\$\$ for your Friend

as our way of saying
Thank You!



Refer new customers (unlimited) to Main-Care Energy and we will credit your account for each qualified referral. Receive \$100 for each residential referral and \$100 for each business referral. Simply contact us and we'll contact your friend, neighbor or business. Once they have qualified for one of our energy programs you will receive \$100 or \$100 and your friend will receive the same!

Qualified Energy Programs:

- Automatic delivery of heating fuel* (oil, kerosene or propane) • **or** 1 year natural gas contract
- **or** Installation of a major comfort system (central heating or air conditioning)

To Refer-A-Friend:

Call toll free: 1-800-542-5552 **or** visit our website at: www.MainCareEnergy.com

YOUR FRIEND'S

Name: _____

Phone Number: _____

Your Name: _____

Street: _____

Your Acct#: _____

City: _____

State: _____ Zipcode: _____ Email: _____

Applicants subject to Main-Care Energy's credit, delivery & payment terms. * Referrals are unlimited. Landlord/tenant relationships excluded. Can not be combined with any other offer.