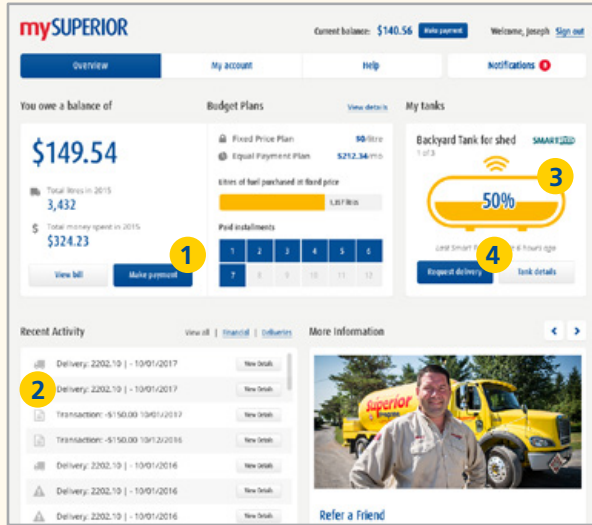




mySUPERIOR.ca is a convenient way to manage your account online, 24/7.
Use your new account number to sign up.



- 1 See current balance and make payments with ease
- 2 View account history and usage
- 3 Monitor SMART* Tank™ levels from anywhere
- 4 Schedule your delivery online

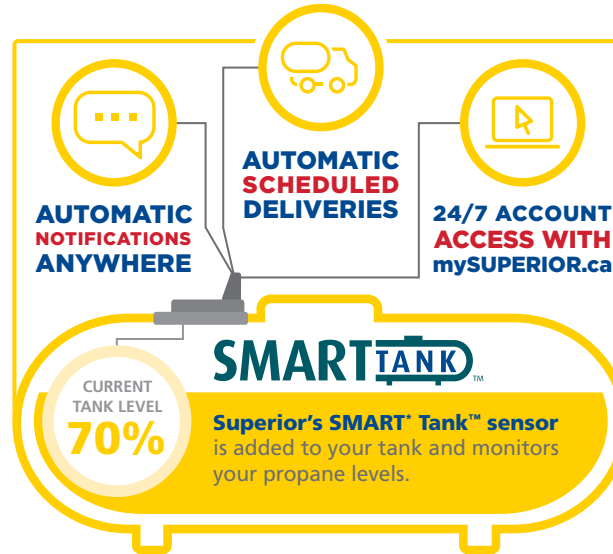
CUSTOMER SUPPORT 24/7

Superior's customer care team provides you with local support, 24/7.

- ✓ Schedule a delivery
- ✓ Schedule a service visit
- ✓ Make a payment
- ✓ Add services to your account
- ✓ And more!



Superior's SMART* Tank™ sensor can be installed on your tank to make managing your propane easier and worry-free.



A customer care representative is ready to assist you.

- ☎ **1-87SUPERIOR (1-877-873-7467)**
- ✉ CustomerService@SuperiorPropane.com
- 🌐 SuperiorPropane.com/customer-service

IMPORTANT Update for Pomerleau Gaz Propane Customers



Welcome

WHAT'S INSIDE:

- Reading your new delivery ticket and invoice
- How to order propane
- How to make payments
- Our exclusive services & benefits
- Ways to contact us



*Self-Monitoring, Analysis and Reporting Technology. Superior Propane, Pomerleau Gaz Propane Inc., SMART Tank, and mySUPERIOR are registered trademarks or trademarks of Superior Plus LP in Canada.

Your New Delivery Ticket/Invoice

Your new delivery ticket (shown below) is also your invoice.

- You can pay for your propane from this ticket.
- It will be hand-delivered to you or left for you by the driver at the time of your fuel delivery.
- Take note of your new account number, which you can use when paying bills or inquiring about your account.

You may also receive your invoice by mail for a period of time. Alternatively, sign up for paperless billing at mySUPERIOR.ca using your new account number.

However you choose to pay, your payment terms remain the same.

How to Order Propane

If you are currently set up for Automatic Delivery or Will Call Delivery, rest assured we will continue to serve you with no changes to your account or delivery schedule.

To schedule a delivery, call us anytime at **1-875SUPERIOR (1-877-873-7467)**. Select your preferred language from the menu, then select 1, 1 and 1 again, and a customer care representative will take care of your request.

Prefer to order your propane online?

Register for your free [mySUPERIOR™](http://mySUPERIOR.ca) account at mySUPERIOR.ca.

How to Make Payments

Please update your payment information by following these instructions.

If You Pay:



By telephone or online banking:

You will need to set up Superior Propane as a new payee and add your new account number.



By credit card:

There is nothing you need to do as long as your credit card is valid. If your card has expired, call us at **1-875SUPERIOR (1-877-873-7467)**.



By cheque:

Make your cheque payable to Superior Propane and mail it with your remittance stub to the address shown on your delivery ticket or invoice.



By phone:

Call us toll-free at **1-875SUPERIOR (1-877-873-7467)**: Select your preferred language, then 1, 1, and 3.



Through automatic bank withdrawals:

This will transition seamlessly to Superior Propane and there is nothing you need to do.



Plus there's a new way to pay!

Visit mySUPERIOR.ca and register with your new account number to pay bills, view account history and more.

How to Read Your New Delivery Ticket/Invoice*

DATE	START/DEBIT	END/FIN NET	END/FIN	LPG	VOLUME CORRECTED TO/A	SALES/VENTE
MM/DD/YY 10:26:25	0.0 LITRES	000.0 LITRES	000.0 LITRES	1	15.0 C	98

INVOICE NO	QUANTITY	DESCRIPTION	AMOUNT
15015	000.0 litres	BULK PROPANE @\$0.0000 /LITRE	\$000.00
		HasMat Fee	0.00
		Trans Fee	00.00
		FUEL TAX	000.00
		CARBON TAX	00.00
		SUBTOTAL BEFORE TAX	\$0000.00
		GST/ST 0.000%	00.00
		Tax on HAZMAT FEE	0.00
		Tax on TRANSPORTATION FEE	0.00
		PLEASE PAY THIS AMOUNT	\$000.00
		Liquefied Petroleum Gas (Propane)	
		Class 2.1, UN1075	
		Superior Propane	
		Driver ID 269 Truck: 5	
		MM/DD/YY 10/26	
		JEN CUSTOMER	
		4123 ANY STREET WEST	
		CALGARY, AB	
		ACCT# 000-000	
		Tank Serial #:	
		Order# 000000	
		PO# 000000	
		*For Sales/Serv please call 1-877-873-7467	
		*GST/TPS 840149926	
		GST/TVQ #1212550341	
		RBQ #8354-2027-16	
		Customer Signature	
		<i>J. Customer</i>	

Superior Propane JEN CUSTOMER 4123 ANY STREET WEST CALGARY, AB ACCOUNT NO: 000-000 <input type="checkbox"/> CHECK HERE IF name, address telephone or usage has changed Superior Propane P.O. Box 4568 STN A Toronto, ON M5W 0J5	INVOICE Delivery Date: MM/DD/YY Ticket No: 15015 AMOUNT DUE: \$ 000.00 DUE DATE: MM/DD/YYYY Amount Enclosed: \$ PLEASE PAY FROM THIS INVOICE IF YOU ARE ON AUTOPAY, PLEASE DO NOT PAY THIS INVOICE. YOUR ACCOUNT WILL AUTOMATICALLY DEBITED. If you would like to make your payment by credit card, please visit us at www.superiorpropane.com or call us toll-free at 1-877-873-7467 to take advantage of our Pay by Phone option. Thank you.
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Thank You For Your Business! PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.

- 1 Account Number
- 2 Invoice/Delivery Number
- 3 Current Order Subtotal (including all applicable taxes & fees)
- 4 Delivery Date
- 5 Payment Due Date
- 6 Total Amount Due (including taxes and fees)

* Delivery ticket/invoice is for illustration purposes only. Taxes and energy rebates (if applicable) will vary by province.