

always  
comforting  
with **Superior**  
Propane

Welcome

**WHAT'S INSIDE:**

- About clean, efficient propane
- Reliable comfort from Superior
- Superior's flexible budget plans
- Propane safety and you
- And more...



# Thank you for choosing **Superior** Propane

**FOR MORE THAN 65 YEARS**, we've traveled from coast to coast delivering propane to our loyal customers in more than 10,000 communities. Throughout our journey we've led the way with many industry firsts and product innovations. Our SMART\* Tank™ notification system and mySUPERIOR.ca online tool are just a couple of our latest innovations that provide our customers with unmatched control and visibility over their accounts.

These innovations have changed the way we do business, but one thing that remains unchanged is our commitment to delivering propane safely and reliably. This has been our top priority since 1951 – it's at the heart of everything we do.

Your comfort, safety, and loyalty are just some of the reasons we are committed to improving our environmentally-friendly, cost-effective energy solutions.

Thank you for choosing Superior Propane.  
We look forward to serving you.



**Greg McCamus**

President, Superior Propane



## To help answer questions and orient you to our services, we've put together information on:

<b>PROPANE:</b> The Right Choice	PAGE 2
<b>SUPERIOR PROPANE:</b> Your Reliable Comfort Provider	PAGE 3 & 4
<b>DELIVERY:</b> Your Delivery Ticket & Invoice Made Easy	PAGE 5
<b>BUDGET PLANS:</b> Ways to Manage your Monthly Costs	PAGE 6
<b>PAYMENT OPTIONS:</b> Ways to Pay	PAGE 7
<b>MANAGE YOUR ACCOUNT:</b> mySUPERIOR™	PAGE 8
<b>FEES:</b> How They Work	PAGE 9
<b>SAFETY:</b> Propane Safety and You	PAGE 10

# Propane The Right Choice



Making smart choices feels good, like the decision to use clean, safe propane. And choosing Superior Propane as your provider means you get reliable, convenient service that makes it easy to fuel your day.

## HERE ARE SIX REASONS PROPANE IS THE SUPERIOR CHOICE



### It's one of nature's most versatile fuels.

Propane can power furnaces and boilers, hot water heaters, indoor and outdoor cooking, clothes dryers, pool heaters, generators, fireplaces and more.



### It's environmentally friendly.

Propane is clean burning and non-toxic and doesn't pose an environmental threat if released into the air, water or soil.



### It's efficient.

Modern propane furnaces reach 95% efficiency, providing up to 30% savings compared to oil.



### It's economical.

Appliances and furnaces that run on propane often have a longer life span and lower maintenance costs because propane is a clean-burning fuel.



### It's safe.

Propane can be stored, transported and used almost anywhere, and won't deteriorate over time.



### It's produced in Canada.

You never have to worry about running short on supply when you source your energy close to home.

**Greater Home  
Comfort and  
Reliability**

**PROPANE WATER HEATERS:**

Heats up to  
**2.5x** faster than  
electric

**PROPANE FURNACES:**

**38%** less GHG emissions  
than fuel oil furnaces



**Superior Propane**  
**Your Reliable**  
**Comfort Provider**

**Stress Free. Starts Here.**

Superior customers have come to expect outstanding customer service. Our in-house service team and Certified Partner Network are each comprised of teams of local technicians who are ready to deliver first-rate service.

Whether you're in Cherryville, B.C. or Bishop's Falls, Newfoundland – or any point in between – we've got you covered with friendly, reliable technicians who know their stuff. Plus, our national buying power and secure propane supply makes Superior Propane the single, reliable source for all your heating, hot water and home comfort needs.

# HERE ARE JUST SOME OF THE PRODUCTS, SERVICES, AND PROGRAMS YOU CAN DEPEND ON AT SUPERIOR

## SMART\* Tank™ Notification System

Our SMART Tank notification system accurately monitors your propane levels and sends you a text or email showing the amount of propane in your tank. Sign up at [mySUPERIOR.ca](http://mySUPERIOR.ca) to see your SMART Tank level, online anytime.

## No-Run-Out Guarantee†

Have the ultimate peace of mind that Superior's got you covered. Residents with a SMART Tank sensor, on automatic delivery, with a tank size larger than single 420lbs will receive 250L FREE if they run out of propane.

## mySUPERIOR.ca

Our online tool gives you the ability to see current SMART Tank propane levels, expected delivery dates, invoices and historical usage data. You can also order propane, pay bills and update account information online at your convenience. Sign up at [mySUPERIOR.ca](http://mySUPERIOR.ca) with your account number and the phone number or email address associated with your account.

## Automatic Delivery\*\*

With our automatic delivery program, we deliver what you need when you need it based on your estimated propane consumption. This means you don't have to remember to call for a delivery unless you are making a change that will affect your rate of consumption, such as adding an appliance, changing how you use your appliances or changing the size of your space. Call 1-875SUPERIOR to enroll.

## Budget Plans

Secure a locked-in price for the propane you use to heat your home or business all year with our fixed price plan. And, take the worry out of budgeting with our equal billing plan, which ensures your bill is the same every month. See page 6 for more information on our budget plans.

## Superior Propane Certified Partners\*\*\*

We pride ourselves on our outstanding partnerships with heating, ventilation and air conditioning (HVAC) companies all over Canada. We're always happy to make referrals for equipment purchases and installation with our trusted associates. Nothing but the best for our customers.

## Expert Service and Installation\*\*\*\*

Superior's technicians perform efficiency tests, propane gas safety checks, and propane tank installations. Our technicians are available 24/7 in case of emergency.

## Safety Certified Delivery and Service Network

At Superior, nothing is more important than safety. That's why we've created Guardian, a rigorous Health & Safety Management System. We make sure your propane system meets or exceeds government and manufacturer safety standards.

## Will Call Delivery

If you choose to monitor your own fuel level, simply call us when your tank is 30% full so we have time to fill it before it runs out. Please note that the price of propane is effective the date of delivery, not the date that the order is placed.

\*Self-Monitoring, Analysis and Reporting Technology. \*\*Some conditions apply. \*\*\*Not available in all areas. Call for details. \*\*\*\*All services available in most areas. †The No-Run-Out Guarantee applies to residential customers who have a SMART\* Tank™ installed on a tank storage greater than single 420 and no portable storage, be on an Automatic Delivery plan, with clear access to the tank and account in good standing. Certain terms and conditions apply. For more details, visit [SuperiorPropane.com/for-your-home/tank-monitoring](http://SuperiorPropane.com/for-your-home/tank-monitoring).

# Delivery Your Delivery Ticket & Invoice Made Easy



Your delivery ticket is your invoice, and is printed on location and hand-delivered to you at the time of your fuel delivery.

## UNDERSTANDING YOUR DELIVERY TICKET/INVOICE\*

DATE: MM/DD/YY 10:26:25 STRAIGHT/DIRECT: 0.0 LITRES BUD/FOR NET: 0.0 LITRES BUD/FOR: 0.0 LITRES VOLUME CORRECTED TO/A: 15.0 C HHALE/VMERE: 15.0 C	<b>INVOICE NO</b> 2 15015	<b>QUANTITY</b> 000.0 litres	<b>DESCRIPTION</b> BULK PROPANE @80.0000 /LITRE Header Fee Tank Fee GST/ST/ET 0.000% Tax on HAZMAT FEE Tax on TRANSPORTATION FEE INVOICE SUBTOTAL <b>TOTAL COST</b>	\$000.00 0.00 0.00 0.00 0.00 \$000.00 <b>\$000.00</b>
	Superior Propane Driver ID: 259 - Truck: 5 MM/DD/YY: 10/26 BULK CUSTOMER 4123 ANN STREET WEST SUDBURY, ON ACCT# 999-001 Tank Serial #: 00687 PAR12 PC# 999999		Liquefied Petroleum Gas (Propane) Class 2.1, UN1075 *For Sales/Service please call 1-877-873-7467 *GST (TPS 842) 49920 *GST (VPS #12) 505341 RBO #8354-2027-16 Customer Signature <i>J. Customer</i>	<b>AMOUNT DUE</b> \$ 000.00 <b>DUE DATE</b> MM/DD/YYYY Amount Enclosed \$ PLEASE PAY FROM THIS INVOICE

**Superior Propane**  
 JEN CUSTOMER  
 4123 ANN STREET WEST  
 SUDBURY, ON  
**ACCOUNT NO: 999-001**  
 CHECK HERE IF name, address  
 telephone or usage has changed

Superior Propane  
 P.O. Box 4566  
 STNA  
 Toronto, ON M5W 0J5

**Thank You For Your Business!**

**INVOICE**  
 4 Delivery Date: MM/DD/YY  
 Ticket No. 15015

5

6

If you would like to make your payment by credit card, please visit us at [www.superiorpropane.com](http://www.superiorpropane.com) or call us toll-free at 1-877-873-7467 to take advantage of our Pay by Phone option. Thank you.

- 1 Account Number
- 2 Invoice/Delivery Number
- 3 Current Order Subtotal (including all applicable taxes and fees)
- 4 Delivery Date
- 5 Payment Due Date (15 days from delivery for auto-pay customers)\*\*
- 6 Total Amount Due (including taxes and fees)

**Did you know?**  
 You can view historic delivery tickets/invoices when you sign up for mySUPERIOR.  
 To learn more or to sign up visit: [mysuperior.ca](http://mysuperior.ca)

\* Delivery ticket/invoice is for illustration purposes only. Taxes and energy rebates (if applicable) will vary by province.  
 \*\* Your pre-authorized payment will be withdrawn/charged to your bank account/credit card 15 days from the date of delivery or service.



## Budget Plans

# Ways to Manage Your Monthly Costs

Managing your costs is easy with Superior's budget plans, designed to make paying for your propane flexible and affordable.

Plus, you have several payment options to choose from that make the process a snap.

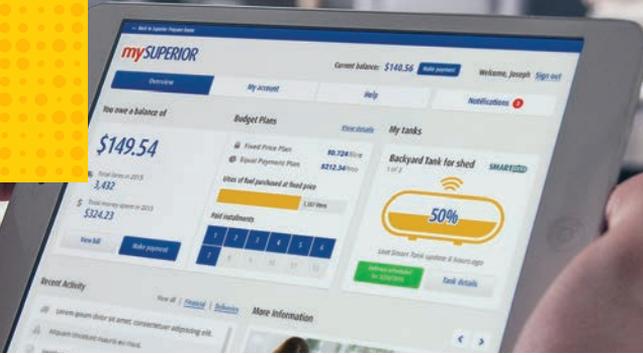
### Equal Payment Plan

Enjoy the convenience of knowing exactly what your monthly payments will be. The equal payment plan is a monthly payment plan for the cost of fuel, storage tanks and equipment rental spread out over 12 months. The payment may be adjusted in winter and summer each year to reflect changes in your consumption or price.

### Fixed Price Plan

We offer our customers protection from unpredictable energy prices. By securing a set price for one year, you can rest assured knowing that no matter how severe the weather, your propane rate is guaranteed. As Canada's largest, nation-wide propane retailer, Superior has the buying power to get the best possible rates for our valued customers.

## Payment Options Ways to Pay



We offer a range of options that make payment quick and easy. Choose the one that works for you and we'll take care of the rest.

### mySUPERIOR™

Your propane account information is at your fingertips with mySUPERIOR. See your tank status, track your consumption, pay your bills and monitor upcoming deliveries. All online, anytime at [mySUPERIOR.ca](http://mySUPERIOR.ca).

### Automatic Bank Withdrawals

Set up automatic withdrawals from your bank account so you don't ever have to remember to pay your bill. Call **1-875SUPERIOR** to sign up today.

### Pre-authorized Credit Card

Set up pre-authorized monthly payments on your credit card (Visa or MasterCard). Call **1-875SUPERIOR** to sign up today.

### Online Banking

Pay through your financial institution's secure online banking system (or via telephone or ATM) using your account number. Superior is set up with all major banks and credit unions in Canada that have an online payment system.

### By Phone at **1-875SUPERIOR (1-877-873-7467)**

Call us with a credit card and your Superior account numbers and we'll process your payment.

### By Mail

Simply mail a cheque and your remittance stub to:

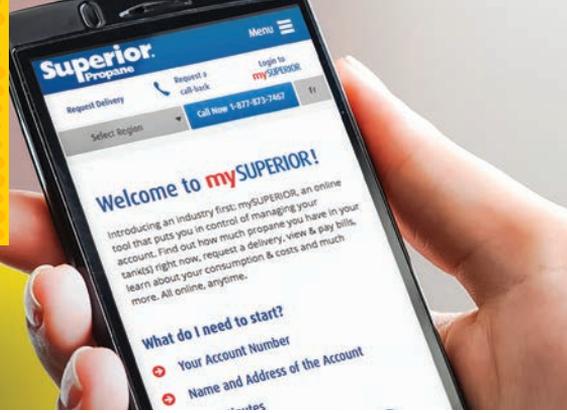
**Superior Propane**  
P.O. Box 4568  
STN A  
Toronto, ON M5W 0J5

**Sign up for mySUPERIOR™**  
for the most convenient way to  
manage your account.

Visit [mySUPERIOR.ca](http://mySUPERIOR.ca) to  
learn more.

If you have an questions about these  
payment options or Superior in general,  
please call our knowledgeable and  
neighbourly Customer Service  
Representatives toll-free at **1-875SUPERIOR**

Manage Your Account  
**mySUPERIOR™**



**mySUPERIOR gives you full online control of your account 24/7. Request a delivery, make a payment, see your consumption history and much more.**

**All online, anytime.**

## **HERE'S WHY YOU'LL LOVE HEATING WITH US.**



### **Tank Levels with SMART\* Tank™ Integration**

Check your up-to-date propane levels if you have a SMART Tank, or see estimated levels for regular tanks.



### **Order and Pay Online**

Quickly and securely order a fill and make payments online without calling.



### **At Your Service 24/7**

View expected delivery dates, consumption history and delivery tickets/invoices anytime and from anywhere.



### **Stop Getting Mail**

Sign up for paperless billing and manage your notifications.

**Sign up at [mySUPERIOR.ca](https://www.superiorpropane.com/mySUPERIOR) to see how simple managing your propane can be.**

\* Self-Monitoring, Analysis and Reporting Technology

## Fees

# How They Work



**We give you full visibility of the fees associated with the delivery of your propane. The price of propane per litre along with the following fees are displayed separately on your delivery ticket/invoice and vary by service area.**

### **Transportation Fee\***

The transportation fee for each propane delivery helps offset fuel, insurance, maintenance and other costs for transporting propane to our customer locations.

### **Hazardous Materials Handling Fee\***

This fee helps offset a portion of the cost of complying with government regulations such as hazardous materials handling and emergency preparedness as well as workplace safety and inspections.

### **Tank Rental**

This fee is charged annually unless you are on an equal payment plan, in which case the fee is divided equally over 12 months and billed monthly.

Contact **1-87SUPERIOR** for applicable fees in your area.

### **Government Carbon Pricing**

The Government of Canada introduced new carbon pricing as a way to address climate change. Carbon pricing varies in each province and is implemented as either a tax or a cap and trade system. For additional information visit your provincial government website.

### **Tank Pick-Up/Early End of Contract**

If you choose to end your agreement with us before the end of the term outlined in your General Retail Agreement, a tank pick-up fee will apply. If you are moving, don't worry! Simply arrange with us to transfer your account to the new homeowner and the cost will be waived.

### **Additional Fees For After Hours/ Special Deliveries/Statutory Holidays**

The best way to ensure you always have fuel is to subscribe to our auto delivery plan. If you choose our will call delivery option and require propane on short notice or in an emergency, cartage fees may apply.

\* We display these fees separately on your invoice as a fair and transparent way of showing our customers how our costs of doing business are affected by rising transportation and health and safety-related expenses.

## Safety

# Propane Safety and You

When it comes to safety, Guardian, our rigorous Health & Safety Management System, is second to none. It ensures that everything we do meets or exceeds all provincial and national standards and regulations.



**Q: If I smell propane, what should I do?**

**A: Treat all propane gas odours seriously. Any odours may indicate a dangerous situation.**

### If you think you smell propane in or around your home, immediately:

- Get everyone out of the building.
- Extinguish all smoking materials and open flames.
- Do not touch electrical switches, light matches or create any other source of ignition, including using electrical switches, flashlights, phones or cell phones.
- Locate all propane equipment and turn off the propane supply. Here's how:
  - **Meter:** Turn the valve a quarter of the way in either direction so that the lever is perpendicular to the pipe.
  - **Tank or cylinder:** Turn the hand wheel clockwise (to the right) as far as possible.
  - **Propane appliance:** Close the shut-off valve.

Once everyone has safely left the property, call the fire department or dial 911 from a cell phone or a neighbour's home. Do not re-enter the area until it is safe.

### See below for helpful safety and delivery tips!

- Call before you dig. If you are planning excavation or construction, call **1-875SUPERIOR** to ensure no lines are disrupted.
- Keep a path to your tank clear of snow and debris, and keep all appliance vents and intakes clear of obstructions, including snow and ice.
- Keep the area around your tank clear of brush and flammable materials.
- If you are on our will call delivery program, monitor your tank level and call Superior Propane when the level reaches 30% to ensure enough time for a delivery. The gauge inside the lid of your tank shows the percentage of propane remaining. Remember, 80% is the maximum level to which your tank will be filled.

### For additional safety information visit:

[SuperiorPropane.com/Safety](https://www.SuperiorPropane.com/Safety)

Call Superior at **1-875SUPERIOR (1-877-873-7467)** to schedule a service call to repair the leak once the area has been deemed safe. We will turn on the propane, check all the propane appliances, and re-light the pilots on the appliances for you.







**Superior**<sup>®</sup>  
**Propane**

If you have any questions or concerns,  
please don't hesitate to contact us:  
Call **1-87SUPERIOR (1-877-873-7467)**  
or visit [SuperiorPropane.com](https://www.SuperiorPropane.com)

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