



IMPORTANT
Service Update for
Caledon Propane
Customers

Welcome!

WHAT'S INSIDE:

- Transition of Caledon Propane to Superior Propane
- Understanding your new delivery ticket & invoice
- Our services and benefits to customers
- Propane safety and you
- And more...

Superior
Propane

“Superior’s team has the expertise...they have ensured the stability of the company, reliability to our customers and a bright future for our employees.”

Hugh Sutherland Sr., Former President, Caledon Propane

Welcome to Superior Propane

We value your business and are excited to officially welcome you to the Superior Propane family.

Your comfort, safety and loyalty are important to us and we remain committed to delivering the same level of service that you have come to expect, now with the added support of Superior's customer service teams.

Now, you can take advantage of solutions from Superior that give you more convenience and control over your account, such as our SMART* Tank™ sensors that monitor your propane levels and send you notifications. Our online account management tool, mySUPERIOR™, and flexible budget plans are just a few more benefits we are excited to offer you.

We look forward to continuing to serve you.



Greg McCamus
President, Superior Propane



To help answer any questions you may have about these changes and introduce you to our services, we've put together information on:

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* Self-Monitoring, Analysis and Reporting Technology

Your Delivery Ticket/Invoice



Caledon Propane customers have been part of the Superior family since June 2016. As we combine our processes, there are a few changes we want you to know about:

NEW Account Number

Your account will seamlessly transition to Superior and there is nothing you need to do. Take note of your new Superior account number on your next invoice, which you can use when paying bills or inquiring about your account.

NEW Delivery Ticket/Invoice

You will now receive a Superior delivery ticket, which is also your invoice. Your delivery ticket/invoice will be hand-delivered to you or left on your door by the driver at the time of your fuel delivery. **Your invoice will no longer be mailed.** You will find your new account number on your delivery ticket/invoice.

Understanding Your New Delivery Ticket/Invoice*

While you will start to receive your bill in a different format, you can continue to make payments as you always have; your payment terms will remain the same.

INVOICE NO	QUANTITY	DESCRIPTION	AMOUNT
9899	000.0 litres	LIQUID PROPANE @80.0000 /LITRE Fueliser Fee Tank Fee GETTING 5.00% Tax on INVOICE FEE Tax on TRANSPORTATION FEE INVOICE SUBTOTAL TOTAL DUE	\$000.00 0.00 0.00 0.00 0.00 \$000.00 \$990.00
Caledon Propane Order ID 289 Truck: 5 15400000 0.00 JEN CUSTOMER 4123 ANY STREET WEST SCARBOROUGH ON ACCOUNT NO: 123456789 Tank Service # CREDIT #1234567 POC 9999999			3
Liquefied Petroleum Gas (Propane) Class 2.1, UN195			
*For Sales/Service please call 1-877-873-7467 0611776-046-0000 0611776-046-0000 0611776-046-0000 0611776-046-0000			
Customer Signature <i>J. Customer</i>			

Superior Propane JEN CUSTOMER 4123 ANY STREET WEST SCARBOROUGH ON ACCOUNT NO: 999-0001 <input type="checkbox"/> CHECK HERE IF name, address, telephone or usage has changed	INVOICE Delivery Date: MM/DD/YYYY Ticket No. 10010 AMOUNT DUE: \$ 000.00 DUE DATE: MM/DD/YYYY Amount Enclosed: \$ PLEASE PAY FROM THIS INVOICE
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Superior Propane
 P.O. Box 4568
 2781A
 Toronto, ON M9W 0J5

Thank You For Your Business!

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.

1

Account Number

4

Delivery Date

2

Invoice/Delivery Number

5

Payment Due Date

3

Current Order Subtotal
(including all applicable taxes and fees)

6

Total Amount Due
(including taxes and fees)

Payment Options

We offer a wide range of options that make payment quick and easy. You can continue to pay the same way you always have, or choose another option below that works for you.



mySUPERIOR™

Pay your bills and more – online, anytime at mysuperior.ca.



Automatic Bank Withdrawals

Call **1-87SUPERIOR** to set up automatic bank withdrawals so you don't ever have to remember to pay your bill.



Pre-authorized Credit Card

Call **1-87SUPERIOR** to set up pre-authorized monthly payments on your credit card.



Online Banking

Set up Superior Propane as a new payee using your new Superior account number and pay through your financial institution's secure online banking system.



By Phone at 1-87SUPERIOR (1-877-873-7467)

Call us with a credit card and your new Superior account number.



By Mail

Simply mail a cheque and your remittance stub to:

Superior Propane

P.O. Box 4568

STN A

Toronto, ON M5W 0J5

Your Propane: Stress Free



Here are some of the service and programs you can depend on at Superior:

Budget Plans

Our **Fixed Price Plan** offers protection from unpredictable energy prices. By locking in at a set price, no matter how severe the weather, your propane rate is guaranteed.

Our **Equal Payment Plan** offers the convenience of knowing exactly what your monthly payments will be. The cost of fuel, tank rental and equipment rental (if applicable) is spread out over 12 months. The payment may be adjusted in winter and summer each year to reflect changes in your consumption or price.*

Flexible Delivery Programs

Whether you are on the Automatic Delivery Program (also referred to as the Secure Fill Program) or the Will Call Program, rest assured we will continue to deliver your propane in the same way.

Automatic Delivery Program** customers don't have to remember to call for a delivery unless making a change that will affect your rate of consumption, such as adding an appliance or changing the size of your space. If you would like to enroll in the Automatic Delivery Program, please call **1-875SUPERIOR**.

For customers who prefer to monitor their own fuel level we offer our **Will Call Delivery Program**. Simply call us when your tank is 30% full so we have time to fill it before it runs out. We will deliver within three (3) business days of receiving your delivery request. Please note that the price of propane is effective the date of delivery, not the date that the order is placed.

* All other charges, including service, will be deducted from your pre-authorized payment method 15 days after the work is completed. ** Some conditions apply.

Our Exclusive Services

Superior's SMART* Tank™ digital sensors interact with mySUPERIOR™ to give customers full visibility and control over their account. See below for details.



SMART* Tank™ Notification System

Our SMART Tank notification system monitors your propane levels and sends you a text or email showing the amount of propane in your tank. You'll get an email or text update with every delivery, giving you peace of mind that your propane is taken care of. SMART Tank also integrates with the mySUPERIOR online tools, allowing you to see your tank level online, anytime.



mySUPERIOR™ Online Account Management

Our exclusive online tool, mySUPERIOR 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.

Simply visit mySUPERIOR.ca and have your account number and the phone number or email address associated with your account handy. Registration only takes a few minutes.

Sign up at mySUPERIOR.ca to see how simple managing your propane can be.

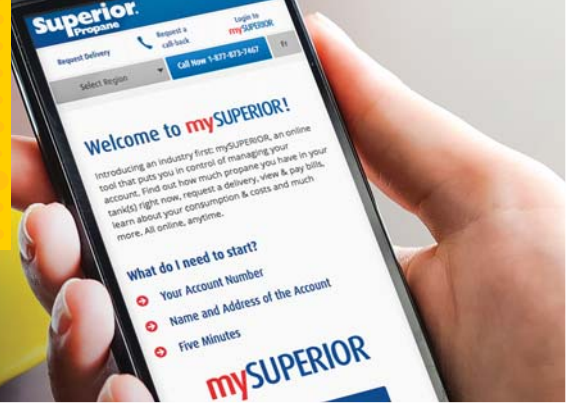
DID YOU KNOW?

Your propane may now be delivered by either a Caledon Propane or a Superior Propane truck as we gradually phase out the Caledon name on our vehicles.

There will be no changes to your tanks or cylinders or delivery schedule.

* Self-Monitoring, Analysis and Reporting Technology

Customer Support: 24/7



Whether you want to request a delivery or update your account information, we're available to serve you in the following ways:



Toll-free

1-875SUPERIOR (1-877-873-7467)



Email

customerservice@superiorpropane.com



Prefer to manage your account online?

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.

Use your **new account number** to sign up at mySUPERIOR.ca to see how simple managing your propane can be.

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

Propane Safety and You

When it comes to safety, 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 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.

For additional safety information visit:
[SuperiorPropane.com/for-your-home/safety/](https://www.superiorpropane.com/for-your-home/safety/)

Call Superior at **1-87SUPERIOR (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.



ABOUT SUPERIOR PROPANE

FOR MORE THAN 65 YEARS, Superior Propane has been delivering propane to our loyal customers in more than 10,000 communities across Canada. Throughout our journey we've led the way with many industry firsts and product innovations.

One thing that remains unchanged is our commitment to being the reliable comfort provider for our customers. This has been our top priority since 1951 – it's at the heart of everything we do. And we do it by treating every delivery or service call with care, and with special attention to your safety.

Superior customers have come to expect outstanding customer service; their comfort, safety, and loyalty are just some of the reasons we are committed to improving our environmentally friendly, cost-effective energy solutions.

Superior
Propane®

If you have any questions or concerns,
please contact us:

1-87SUPERIOR (1-877-873-7467)
or visit [SuperiorPropane.com](https://www.SuperiorPropane.com)

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