



235 Nautical Drive  
Sturgeon Bay, WI 54235-1981  
(920) 743-5704 • (877) 203-6274

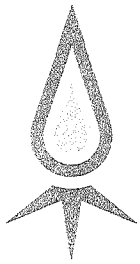
Dear Association Members,

5/22/24

It is that time of year again for us to start looking at your gas supply needs for the upcoming year! As always, we like to take this opportunity to remind your group that Lakes Gas has continued to be your most reliable local resource with proven exceptional Delivery/Service capabilities. Our goal is to continuously improve our operations and efficiencies to prevent any of our customers from ever experiencing a run out of gas. It is paramount that we keep your homeowners safe and confident in, not only our Company, but also with the Customer Service Representatives in our Sturgeon Bay office, our Drivers, and our Service Technicians. We have made the commitment to always be present for our customers, which is why Lakes Gas will never implement Call Centers for taking your calls day or night, weekday or weekend and on Holidays. Our customers know that when/if they ever need to contact our office to request a delivery, pay a bill, have a billing question or have a Propane concern, that they will be met with a LOCAL presence and be able to speak directly with Danelle, Jenni or Myself when they call! If it happens that a need is required on a weekend, our After Hours phone is manned, **not by a Call Center in a different State**, but by one of our very own local Delivery Drivers or Service Technicians who live in our community and can respond in a timely fashion. That is what Customer Service is about and we strive every day to find new ways to be more responsive to your needs!

In light of these items that make us different from our competitors, we offer the following to meet your Propane needs for the upcoming year(s):

- We would offer your Association(s) a price of \$1.749 for the 2024-2025 Season (July 1 2023 – June 30 2025)
- We will charge NO TANK RENT for the 2024-2025 Season
- We would charge NO DELIVERY FEES for the 2024-2025 Season
- We would charge \$100 for any Leased Tank Swaps which would include the Gas System Safety Inspection prior to first fill
- We would charge \$50.00 for the Gas System Safety Inspection on any Customer Owned Tanks prior to first fill
- We would charge \$10.00 per month for Meter Reading Accounts
- All new accounts will be placed on a "Will Call" Delivery Schedule – this means since we would have no current history on your groups' individual annual usage, the customer would call us when they would require a fill (optimal time to call is when tank is at 30%)
- We would provide TANK MONITORING SERVICES at a rate of \$100 (Breakdown by 12 months = \$8.33 per month) per year. This cost would provide a monitor to be installed on a customer's tank where the percent of the customer's tank would be sent to our office DAILY! Based off those readings, we would dispatch a delivery ticket in house FOR YOU based on a tank reading at 30%! For customers who are Seasonal, unable to check their tanks regularly, or just don't want the hassle of checking their tanks, this is an incredibly valuable and reliable tool to have at your group's disposal. Any Company can place you on an "Auto Delivery" schedule where you



# LAKES GAS

Prompt, dependable service since 1959

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could inevitably take unnecessary fills throughout the year, and actually be paying MORE in the long run for gas that you really don't need! It is with the best intentions that this type of delivery schedule is used to help ensure you do not run out of gas, but here at Lakes Gas we not only want to ensure you don't run out of gas; but we want to try and help you make the most of your money where WE CAN! By having an accurate accounting/reading of your individual tanks, that we would monitor daily, helps us to do that for you! That is ALOT of insurance/assurance your group members will gain for \$100 per year! The Tank Monitors run off Cellular Service, and in Door County, some areas can be questionable as to their functionality. We would install the monitors first and verify their operation BEFORE any customer receives a charge for the service.

Thank you for providing Lakes Gas the opportunity to serve you. As always, please let me know if you have any questions!

Respectfully,

**Eric Fairchild**

**Branch Manager**

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