



NORTHWEST ENERGY

Providing Warmth, Comfort & Peace of Mind for over 54 Years!

Fall/Winter
2009/2010

Welcome to Northwest Energy!



To our new friends, welcome to the Northwest Energy family! To our loyal friends, we look forward to serving you again this heating season. Northwest Energy has been providing "Warmth, Comfort & Peace of Mind" to Michigan residents for over 54 years. From builders to farmers to industry, Northwest Energy has the experience and the desire to be your fuel supplier!

As temperatures start to drop, we know you, like many homeowners, will worry about the cost of keeping your home warm this fall and winter. At Northwest Energy, we have put together many great programs that will help remove that worry. Call any of our branch offices today to learn how we can help.

Enclosed with this newsletter, you will find a safety bulletin titled "Important Propane Safety Information for You & Your Family." Please take time to review this important safety material.

Whether you are building a new home, converting your furnace from fuel oil to propane, or just changing suppliers, Northwest Energy is proud to be your company of choice. Thank you for allowing us the privilege of serving you!

Pay Your Bill On-Line

Northwest Energy offers many different options to make your propane bill paying easier. This past year we have added the ability to pay your bill on-line from our secure www.nwnrg.com website. Northwest Energy also provides many other ways to handle your energy payments to us such as **Direct Pay** (direct debit from your checking or savings), **Visa, MasterCard, Discover, Check by Phone** or **Advantage Pay (Farm Plan)**.

We are continually updating our web site with new and helpful information, so visit our website often. In 2010, we plan on adding the ability to view your statements, order propane and take advantage of our pricing programs on-line, all from the convenience of your home or business!

At Northwest Energy, we are continually looking for new ways to help save you time and money while providing the same fast, friendly, and reliable service you have come to expect from the best propane energy provider in Michigan.

Protecting Your Identity

To help protect our customers from identity theft, we have implemented an identity theft prevention program based on the contents of the Fair and Accurate Credit Transaction Act.

For existing customers, we will be authenticating your name, address, account number, telephone number and e-mail address, as applicable, each time you call or visit our office to ensure the correct account is accessed by our branch personnel. This will help ensure the product is delivered to the correct physical address and the bills are sent to the correct billing address. In most cases, these are one in the same.

For new customers, we will require a credit application as a basis to start our new business relationship. The signed credit application allows us the ability to review your credit report to confirm the identity contained within the report matches the identity you supplied.

To further reduce associated risk of identity theft, we have taken the following steps: A. Limit access to customer records B. Properly destroy inactive and old records C. Confirm customer identity when probing questions are asked D. Maintain confidentiality of customer data in the normal course of daily business E. Declining to be a credit reference for customers in search of external credit.

All New Website!
www.nwnrg.com

Branch Locations Serving Your Energy Needs

**Breckenridge/
Coleman**
1-800-557-3835
Brighton
1-800-692-6464

Caro
1-800-579-3637
Charlotte
1-800-968-5693

Chelsea
1-800-619-6464
Fowlerville
1-800-618-6464

Holly
1-800-683-6464
Imlay City
1-800-619-6747

Linwood
1-800-698-5802
Owosso/Chesaning
1-800-743-4502

Oxford
1-800-691-6464

Home Heating Assistance

Listed below are agencies that can help you find ways to conserve energy and to provide energy assistance.

Home Energy Saver:

<http://hes.lbl.gov>

Consumer's Guide to Energy Efficiency:

www.eere.energy.gov/consumer

Weatherization Assistance Program (WAP):

www.eere.energy.gov/weatherization/

Low-Income Home Energy Assistance Program:

www.acf.hhs.gov/programs/liheap

The Heat And Warmth Fund (THAW):

www.thawfund.org

Home Heating Credit (HHC):

www.michigan.gov/heatingassistance

State Emergency Relief (SER) Program:

www.michigan.gov/heatingassistance

Deliverable Fuel Assistance/MCAAA:

www.michigan.gov/heatingassistance (MCAA 517-321-7500)

Call the Department of Human Services at 1-800-292-5650 or visit their website at www.michigan.gov/dhs

What Do you Know????

Ever been confused by some of the terms you hear from our staff? We've put together a glossary of the phrases that our customers have asked us to define:

• **"Auto Fill"** – We take responsibility for keeping your tank full without the need of you calling us.

• **"Will Call"** – We fill your tank only at your request. When your gauge reads between 15% & 30%, please call your local branch office.

• **"Gauge"** – Located under the tank hood, the gauge measures the percentage of fuel, not gallons in the tank.

• **"MOP"** or method of payment – We offer several ways in which you can pay your bill. These choices include the following: Advantage Pay (Farm Plan), Visa, MasterCard, Discover, Check by Phone or Direct Pay (direct debit from your checking or savings.)

• **"Price Protection"** – Any one of 3 options that guarantees you price protection through the heating season:

1- Pre-Buy 2- Budget Pay 3- Fixed price.

• **"Heating Season"** – June 1st to May 31st. All "price protection" plans expire May 31st.

Carbon Monoxide Protection

Protect yourself and your family this heating season by installing a carbon monoxide detector. Carbon monoxide is a colorless and odorless gas that is found in combustion fumes from gas burning appliances. Carbon monoxide takes many lives needlessly each heating season. Listed below are other ways in which you can protect you and your family from carbon monoxide poisoning:

- Have a qualified technician check your furnace and other fuel-burning appliances annually.
- Keep all furnace compartment doors closed.
- Don't use a gas range or oven to heat your home.
- Don't sleep in a room heated by a gas or kerosene space heater that is not properly vented.
- Check the batteries in your carbon monoxide detector and smoke detector regularly.

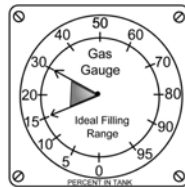
Please help us keep our drivers safe this winter by plowing your driveway wide enough for our delivery trucks. Thank you!



Service The Way You Want It!



Will Call (Call In Customers): Our Will Call service requires our customers to call us to schedule their deliveries. We appreciate you calling for fuel deliveries when your tank gauge reads between 15% & 30%. By calling at this percentage, we will have ample time to make your delivery without causing any concern for interrupted gas service. With cold weather approaching, please check your tank regularly and call your local office if you need to schedule a delivery. If you're looking to save some additional money this heating season, switch your service from **Will Call** to **Auto Fill**. Just call your local office today and ask for the complete details and start saving money!



All New Website!
www.nwnrg.com

Automatic Fill Customers: With our premier **Auto Fill** service, you can sit back and enjoy the warmth, comfort & peace of mind that we provide without the hassle of calling for your deliveries. We take every effort to service your account safely and efficiently while our computer system tracks your energy usage with a high degree of accuracy. We would like to remind you that there are circumstances that will change your fuel usage. To avoid fuel service interruptions, please contact your local office should you have a change in any of these areas:

- If you are adding or removing a propane appliance.
- If you increase or decrease usage in a seasonal dwelling.
- If you increase the size of your residence.
- If you increase your normal thermostat setting.
- If you increase or decrease the number of occupants in your home. (Even if it is temporary).