

OIL PRICING OPTIONS

Every customer's needs are different. Shellhorn & Hill offers several pricing options to fit those needs.

NO FRILLS PRICING

For those customers who simply want the lowest price on residential heating oil, **NO FRILLS PRICING** is for you. The **NO FRILLS PRICING** option offers you the lowest price for oil because there are no additional fees built into the price of oil for levels of service that you may not require or care to pay for unless the need actually arises. With **NO FRILLS PRICING**, customers can have the convenience of automatic oil delivery or can call for oil as needed.

An **additional discount** on this already low price can be obtained by **pre-arranging automatic payment through credit card, debit card, or checking account**. With the **automatic payment option**, your selected payment source will be drafted for the full amount after the delivery is made. Advanced payment by cash or check also qualifies for a discount.

For customers selecting the **NO FRILLS PRICING** option, Shellhorn & Hill does offer twenty-four hour emergency service but cannot guarantee the availability of a service technician at the requested service time. Full service accounts always have a service priority over and above **NO FRILLS** customers. **NO FRILLS** emergency service will be provided on a C.O.D. basis only. A limited number of service agreements are also available on HVAC equipment to **NO FRILLS** customers.

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FULL SERVICE – REVOLVING ACCOUNT

With a Shellhorn & Hill **FULL SERVICE-REVOLVING ACCOUNT**, customers receive the comfort and security of **TWENTY-FOUR HOUR EMERGENCY SERVICE** and **SERVICE PRIORITY** over No Frills pricing customers. **FULL SERVICE-REVOLVING ACCOUNT** customers are also offered the opportunity to purchase Shellhorn & Hill's most extensive service agreements offered on HVAC equipment. Because of the services being offered, all **FULL SERVICE-REVOLVING ACCOUNT** customers are required to be on the automatic oil delivery service.

FULL SERVICE-REVOLVING ACCOUNT customers will receive monthly statements rather than individual invoices. The customer has the option to pay the statement in full or make the minimum monthly payment by the due date. Customers will continue to receive products and services as long as the minimum monthly payment or more is made by the due date and as long as the customer has ample credit available on their account.

A **SENIOR CITIZEN DISCOUNT** and a **LARGE OIL TANK DISCOUNT** is also available to those who qualify.

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FULL SERVICE – OPEN ACCOUNT

With a Shellhorn & Hill **FULL SERVICE-OPEN ACCOUNT**, customers receive the same conveniences of the **FULL SERVICE-REVOLVING ACCOUNT** like the comfort and security of **TWENTY-FOUR HOUR EMERGENCY SERVICE, SERVICE PRIORITY** over No Frills pricing customers, and the opportunity to purchase Shellhorn & Hill's most extensive service agreements offered on HVAC equipment. Because of the services being offered, all **FULL SERVICE-OPEN ACCOUNT** customers are required to be on the automatic oil delivery service.

FULL SERVICE-OPEN ACCOUNT customers are also offered a **PROMPT PAYMENT DISCOUNT** on their oil purchases. If the customer pays the oil invoice within the prompt payment terms printed on the oil invoice, the customer is eligible to pay the discounted price.

An even larger discount is available to **FULL SERVICE-OPEN ACCOUNT** customers by **pre-arranging automatic payment through credit card, debit card, or checking account**. With the **automatic payment option**, your selected payment source will be drafted for the discounted amount after the delivery is made.

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OIL PRICE INSURANCE

OIL PRICE INSURANCE is becoming increasingly important to our customers. Purchasing this insurance allows the customer to protect themselves from unforeseen price increases during the heating season. **OIL PRICE INSURANCE** is an option to all customers and provides a guarantee that the price per gallon you pay for your oil does not exceed the 'Capped Price'. **OIL PRICE INSURANCE is not a fixed price plan**. If your normal oil delivery price is less than the 'Capped Price', you will pay the lower price.

We are able to offer **OIL PRICE INSURANCE** to our customers by purchasing oil options in the futures market. Shellhorn & Hill will purchase a limited number of these options at the beginning of the heating season. Due to the fact that the price of the options can vary, so can the price of the **OIL PRICE INSURANCE**. The amount of available **OIL PRICE INSURANCE** is also limited.

Once Shellhorn & Hill purchase the options, customers will then have the choice of purchasing the quantity of **OIL PRICE INSURANCE** that they want. Customers are usually offered this option at the beginning of the heating season

(July 1st) for price protection from October 1st thru the following April 30th. Customer service representatives can help customers with the purchase decision by analyzing previous usage. Please note that payment for the purchase of **OIL PRICE INSURANCE** is *due immediately* and is *not refundable* regardless of whether the insurance is used or not. Please check out our [PROMOTIONS PAGE](#) for more information on this season's **OIL PRICE INSURANCE** offering.