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# 6

## WAYS

## WE'RE LOOKING AFTER YOU

## RIGHT NOW

*In tough times, every penny counts. But sometimes, it's easy to be penny-wise and dollar-foolish. For example, when it comes to staying warm, there are always ways to pay less per gallon. But when it's really cold, what matters most is: "Will I have fuel, will you get to me fast when I need you, and will you keep me warm?" Here's what we're doing to make sure you can always answer, "Yes."*



## 1. Customer Care — 24 hours a day

Our professional staff is here to assist you 24 hours a day, every day of the year, including holidays, whenever you need us.

## 2. Affordable Service Plans and Installations

We offer comprehensive service plans to help you reduce your fuel use and avoid expensive, unexpected repair costs. When it comes time to upgrade your heating or cooling equipment, we can offer you the best options, and financing to make your upgrade easier.

## 3. Qualified Technicians

Our licensed technicians are background checked and fully insured so you can feel confident when they are in your home. We get to you fast, with advice you can trust, and the experience to fix your problems properly the first time.

## 4. Automatic Deliveries

We make staying warm easy. No need to watch your tank or wait until a truck finally shows up. We track your usage and our fleet of trucks ensures that you get the fuel you need, when you need it.

# 5.

## Flexible Payment Options

Whether you prefer 30-day invoicing or want to spread your fuel bills over a full 12 months with our Preferred Payment Plan, we can make paying for your fuel easier. In fact, you can pay your bills online anytime on our secure website.

# 6.

## Peace of Mind

When the energy world is most turbulent, you can rest assured. We will always have access to fuel, and you have the choice of either our Variable Price Program or the security of our Capped Price Program.



*a*  
**HOP**  
**Energy**  
*Company*