Holliston Oil Service, Inc. **2015-2016 Pricing Information**

Email: Info@hollistonoil.com

Dear Valued Customer:

Now is the appropriate time to look ahead and plan for next winter's heating oil purchase. Based on the current price structure you have the opportunity lock in a rate that is substantially lower than this time last year!! Holliston Oil is currently offering several different options to price and pay for your heating oil. This winter saw prices begin to decline early in the season and the price remained low throughout the winter. We cannot predict prices since they are a function of world events and beyond our control but we can offer price protection and payment plans that will fit your needs.

This year Holliston Oil is offering an "Open Enrollment" period to sign up for one of our pricing programs. The open enrollment period will run thru 7/31/15. The process for open enrollment will work is as follows:

- Call/email Holliston Oil M-F 7am-5pm to get the most current price
- Decide to lock/**cap** the current price or wait and call back the next week for an updated price (prices could rise or fall during the open enrollment period)
- Prices will be updated on a weekly basis
- Once you commit to a price program, detailed contract information will be sent to you immediately via fax, email or US Mail and must be returned immediately.

Please review the programs listed below carefully. If you wish to participate in a program simply call (508-429-2075) or email (info@hollistonoil.com).

1. Market Price - Ten month budget or pay-per-delivery (Beneficial if prices go down)
2. Fixed Price - Pre-buy or ten-month budget (Beneficial if prices go up)
3. **Capped Price - Pre-buy or ten month budget (Beneficial if prices go up or Prices go down) Holliston Oil highly recommends the cap option with downside protection which will allow you the best pricing all the time no matter what direction oil prices go.**

*****Budget plans require 10-monthly payments and must begin in July.**

(NOTE: We can automatically charge your credit/debit card of choice thus ensuring timely payments)

Budget Cap Program – You can cap your price and make ten monthly payments. Your price will never exceed the cap price but if the market price of heating oil falls you will pay the lower price. There is a 20 cent per gallon non-refundable fee to purchase downside protection. Non-refundable cap fee is due with signed contract. The Budget Program is also available at a Fixed Price (no downside protection).

Pre-buy Cap Program - You purchase your oil up front when you sign your contract at a discounted price. There is a 20 cent per gallon non-refundable fee to purchase downside protection. The Pre-buy is also available at a discounted Fixed Price (no downside protection).

Our energy customer care professionals are here to answer all of your questions about our energy programs. Call us at 508-429-2075 or email info@hollistonoil.com

Sincerely,

Holliston Oil Service

Most frequently asked questions on Price Protection Programs.

Is it really a contract?

Yes. We agree to supply a specific number of gallons to a specific location at a pre-determined price for a limited period of time with a beginning date, expiration date, and specific payment terms. It is an agreement. It is a contract, and parties (both Holliston Oil and consumer) that breach could be found liable and subject to fines in U.S. Courts. Customers are obligated to accept delivery and pay for the oil they order in accordance with the terms of the contract.

Last year, my neighbor had a lower fixed rate than I had. Why?

We update our program pricing weekly. It is not uncommon for prices to go up or down $0.04 - $0.06 on a daily basis. A customer who calls in this week may get quoted a different price than one that had called last week. The price on each program may be different.

What happens when the contract expires?

Your account remains on automatic delivery until you request a change (in writing) in your status. After the contract rate has expired, we continue to deliver fuel to your house at our daily market rate. With automatic delivery you will avoid the possibility of running out of fuel.

What happens if I run out of fixed/capped price gallons before the contract ends?

After we have delivered the quantity of contracted gallons you ordered, your account will remain on automatic delivery, and oil deliveries will be charged at our daily market rate. Our contract allows our customers the flexibility of choosing how many gallons they want to lock in (up to 95% of the prior year usage), but requires the customer to be on automatic delivery until the end of the contract. If you wish to terminate automatic deliveries after the contract has expired, you need to do so in writing, or by e-mail.

Last year I was paying my monthly budget payment simultaneously to overage, Can this be avoided?

Maybe!! Last winter was colder than normal. Many customers exhausted their budget gallons and also had deliveries of additional gallons. Customers that did not make their first budget payment in July were making budget payments into May and June. To avoid the possibility of having a budget payment due together with an overage invoice, we are starting all budget payments in July and your ten payments will be completed in April.

Are fixed price programs always a good deal for the customer?

No, not always. Nobody can predict prices, they are a function of world events, you cannot expect that your locked-in rate will always be lower than the daily rate every single day of your contract term. In the Fall of 2014 prices began to fall. The price of fuel remained low throughout the winter. Customers with a CAPPED rate had the benefit of lower rates. ***A customer with a capped rate with downside protection will always pay the lowest rate.***

Why should I consider a price program?

If you want to budget your oil purchase at a fixed monthly payment, you should consider a program. If you fear that prices will rise, and you cannot tolerate the risk of rising prices for heating oil next year, you should consider a program.

What happens if I have a credit balance on my account when the contract expires?

First of all, that is your money. We will leave it on your account; it can be applied to future deliveries, services or the following year's budget.

What happens if oil prices fall during the term of the contract?

Fixed price customers will continue to pay the rate that they agreed upon until the contract expires, their price is FIXED. Customers who have a capped price, purchase Downside Protection. Their price will always be the lower of the contract price or the Holliston Oil Daily Market Rate.