



To our loyal customer:

We would like to start this letter by saying how much we have truly cherished having you as a customer of Jenkins Fuels. Whether you've been with us for 30 years or 30 days, it has been our pleasure to provide you with your home heating needs.

If you haven't heard yet, we wanted to take this opportunity to let you know that, on February 1, 2019, **Jenkins Fuels was officially acquired by Lawrence, Massachusetts based Haffner's Energy Group.** This acquisition has come with our full blessing – Haffner's has an excellent reputation and we have the utmost faith in passing our business along to them. We've been working with them over this last year to make sure this transition would go as smoothly as possible, and we believe **all of your home heating needs will still be met with the same personal care and attention that we've always provided you.**

We want you to know that **our Eliot, Maine office will remain open.** We will still be in the exact same location at 114 Dow Highway and the entire Jenkins family will still be with the company. You can still come by during business hours to pay your bill, place an order or just say hello.

With Jenkins now being part of the Haffner's family, **you may start seeing Haffner's trucks** delivering your oil. More than likely, it will be the same drivers you've always known. And now that we have access to more trucks and drivers to service your area, you may be seeing some new faces as well.

We are also excited to announce that, as part of Haffner's, we will be able to offer propane and propane service to any interested customers in the near future. Keep an eye on haffnersenergy.com to learn more about the availability of propane and propane service in the future!

We have been hard at work putting customer information into the Haffner's system, but we want to make sure all customer information is up to date. If any of your information has changed recently (phone number, email address, home address), **now would be an excellent time to call us and update any of that information.** We will also be needing to **re-enter your credit card information.** So, if you have a card on file and we haven't reached out to you yet, it would help us tremendously if you could call and provide us with that information. We want to make sure everything is current in our new system, ready to fulfill your orders!

Thank you so, so much for being a customer of Jenkins. Serving each and every one of you has been the honor of a lifetime for us. The memories and friendships we have made along the way during this journey are ones we will never forget.

Best regards,

A handwritten signature in black ink that reads 'Bryan + Ann Jenkins'. The signature is written in a cursive, flowing style.

Bryan and Ann Jenkins

One final thing – **your delivery tickets will start to look different.** Below is a sample Haffner’s delivery ticket with a full explanation of what you’ll be looking at. All the information you’re used to getting will still be available on the ticket, it just looks different, so we want to make sure you’re ready!

Haffner’s 2 International Way Lawrence, MA 01843-1064 (978)683-2771	←	Haffner’s address
Ms. Clara Customer PO Box 4949 Portsmouth, NH 03801	←	Billing address
Ms. Clara Customer 354 School Street Portsmouth, NH 03801	←	Delivery address
Tank: 103048 Fuel Oil, Range Oil	←	Tank receiving delivery
DATE 05/30/2018 START COUNT 17.0 END COUNT 241.8 DELIVERY 224.8 SALE NUMBER 5447	←	Delivery information, including date, oil in tank at the start, oil in tank at the end, total gallons delivered, and sale number
Invoice No 925568 Account No 130008 Date Delivered 09:05 05/30/18 Gallons Delivered 224.8 Driver No 494 Truck No 320-Fuel Oil Truck	←	Delivery summary, including invoice number and account number, delivery date and time, amount, and driver and truck information
Fuel Oil 629.22 <224.8 Gallons @ 2.799000> TOTAL \$ THIS DEL. \$629.22	←	Total cost of delivery with price of oil included
Disclosure: Haffner’s has a \$25.00 Returned Check Fee		
Fuel Oil: Dyed Unmarked Heating Oil: not for used in highway, locomotive, or marine engine. #2 Heating Oil and Dyed Diesel, non taxable use only. Penalty for taxable. Range Oil:Combustible Liquid NA 1223		
629.22		