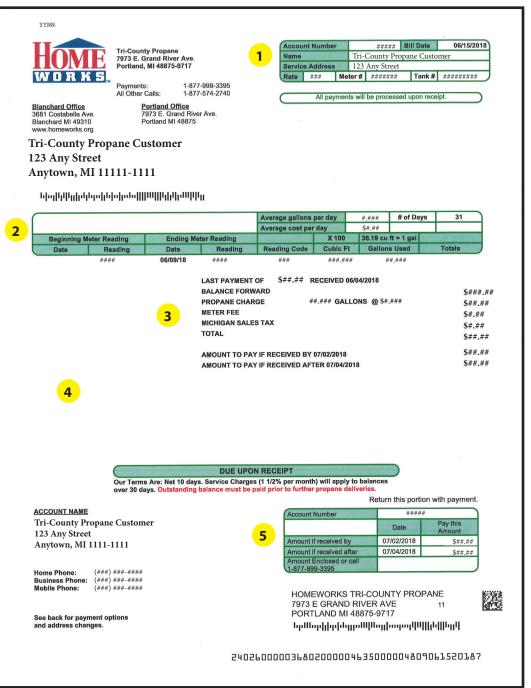
How to Read Your New Propane Bill

When you look at your propane bill this month, you'll notice we've made some changes to the format of the bill. We implemented these updates in order to make it easier for you to read your bill and to locate pertinent information each month. Please take a look at the instructions below and on the back of this page to learn how to read your new bill. Feel free to call us if you have any questions!

Front of the Bill

- 1 Your account info and current due date appear in this box. This box is green for all propane accounts.
- 2 As with the previous bill format, you can find your meter readings, average gallons per day, average cost per day and more here.
- **3** Your current balance, due date, and bill breakdown will appear here.
- If your account is past due, a red Disconnect Notice box will appear here. It will indicate the amount you need to pay upon receipt to get your account back in good standing.
- 5 Your account number and current total balance due are easily accessible in this green box.





SAMPLE BILL -

See below to learn how to read the backside of your new propane bill.

Back of the Bill

- 1 Like with the previous bill format, you'll be able to find information on how to let us know about any errors or questiosn about your bill.
- 2 Here, we've added information about SmartHub, our free and convenient account management app.
- You can find infromation on how to pay your bill here.
- 4 Information about all of our payment options is presented here. If you have any questions about these options, feel free to call us.
- 5 This box helps us maintain up-todate contact information for you by giving you a space to let us know when you've changed your address or phone number. If your address and/or phone number have not changed, there is no need to enter anything here.
- 6 We've added a box here to allow you to sign up for our voluntary Operation Round Up program. You can check the top box if you'd like to contribute to the fund by simply rounding up your bill to the nearest dollar every month, and the bottom box if you'd like to contribute additional money each month in addition to your round-up amount.
- 7 This new box makes it easy for you to sign up for budget billing and/or paperless billing, if you are interested in either of those options.

		Pag	e 2 of
	7973 E. Grand River Ave., Portland MI 48875-9717 Call 8 a.m 1-517-647-7621 or toll-free 1-877-574-2740 (FAX 1-51 Blanchard office: 3681 Costabella Ave., Blanchard Visit our website at www.homeworks.org or email us at propar For 24-hour emergency service, call 1-877-	7-647-4856) MI 49310 ne@homeworks.org	
1	In case of errors or questions about your bill If you think your bill is wrong, or if you need more information about a transaction on your bill, write to Tri-County Propane, 7973 E. Grand River Ave., Portland MI 48875-9717 as soon as possible. We mus sent you the first bill on which the error or problem appeared. You can telephone us, but doing so will	st hear from you no later than 30 days after we	(S
	In your letter, please give us the following information: • Your name and account number • The dollar amount of the suspected error • Describe the error and explain, if you can, why you believe there is an error. If you need mon about.		е
	You do not have to pay any amount in question while we investigate, but you are still obligated to pay While we investigate your question, we cannot report you as delinquent for non-payment of the amoun amount you question.	the portion of your bill that is not in question. It in question or take any action to collect the	
	Anage your account with SmartHut Make Payments Sign up for Autopay Track Electric Usage Report Outages Use Mobile App Sign up today at www.hon		
3	WHEN PAYING BY MAIL, please mail 7 days before due date to allow for postal handling. WHEN PAYING IN PERSON, please present both portions of your bill. WHEN PAYING BY CHECK OR MONEY ORDER, please use blue or black ink.		
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3 4	WHEN PAYING IN PERSON, please present both portions of your bill. WHEN PAYING BY CHECK OR MONEY ORDER, please use blue or black ink. Other payment options include: Our offices have 24-hour night depository boxes for safe after-hours payment. You can also call our automated system at 1-877-999-3395 to pay by electronic check or credit card. Call 1-877-574-2740 to set up automatic payments from your bank account. Pay at your own convenience by logging onto http://ebill.homeworks.org to pay online by electronic check Acct # Tri-County Propane Customer Name PLEASE NOTE ANY CHANGES IN YOUR MAILING ADDRESS AND/OR PHONE NUMBER New Address (Street No. and Name or P.O. Box No.) Othen you'l even of the pay o	ack or credit card. Pration Round Up by your bill to the nearest dollar, your to help your neighbors in need with electric bill. Sign up for the easiest ver do. ke to participate in Round Up. •	

SAMPLE BILL -

If you have any questions about the new bill format, please feel free to call us at 877-574-2740.

