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April 15, 2014

SUPPLY YOU CAN RELY ON

Dear Loyal Customer,

The 2013 – 2014 winter season was very intense and had a prolonged effect on our company and customers like you. During this harsh winter season most of the country and many of our peers experienced what the mainstream media dubbed a “Propane Shortage”. There were many factors that influenced what was not a “shortage”, rather a “logistical issue”. From immense crop drying in the Midwest, to corrective actions on pipelines and salt caverns, New England felt the bottleneck of many dealers at the begging table. Transport trucks could not keep key supply points full enough which produced vast lines that drove up costs to dealers and customers.

Consequently, many dealers were out of allocation and were turned away without recourse or spot gas available to them. With that being said, Power Fuels was and always has been prepared for the worst case scenarios. Our company maintains first class storage, more than ample allocation, access to spot gas on demand, a war chest of purchasing power and immense fiduciary conservativeness. Those core values coupled with rock solid supply relationships and long term planning and accountability, results in an uninterrupted product supply to our customers. At certain points during the bottleneck, I was in contact with my suppliers more than ten times a day! My daily efforts harmonized with accountability from our Delivery Department resulted in common sense delivery strategy, and a need to not ration gas to customers making them feel safe, knowing Power Fuels was going to meet their needs no matter the cost.

In conclusion, our flat and streamlined management, long term planning and financial position create a promise to our customers that we can keep, supply when you need it. This is a moment in time when discount companies just flat out could not produce. I remind my customers to reflect every so often on the little things that make working with our company and our family so meaningful, and its times like these where we really shine and stand out in the crowd.

From all of us at your heating company, we sincerely appreciate your business and patience. We all hope that you may remember that we were and are on your side fighting daily. I hope to talk to many of you soon.



Anthony D'Amato
Vice President

Fair Prices
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