



April, 2020

Dear Valued Heating Customer,

April brings with it renewal time for our annual oil and gas burner Heating Service Insurance Program. Our experience has proven that a well-maintained heating system operates more efficiently and with fewer problems.

As a current member of our program you will be automatically renewed and your account will be invoiced for either the Standard Program at \$289.00, or the Premium Program at \$447.00, or the Rinnai/Empire direct vent wall furnace Plan, (see pricing) depending on what you had last year. You may call 603-356-6386, option #2, during business hours if you have a question about your service contract or the level of coverage you currently have. Please sign the reverse side of this letter and return this copy to our office in the enclosed envelope. If you have a hydronic heating system, please note the enclosed Hydronic Antifreeze Option form regarding the installation of antifreeze for your heating system.

If you are on the Standard Program and choose to upgrade to the Premium, or vice versa, please check off the box on the reverse side of this letter and return to us, and we then enact your new contract. Any program changes must be made by July 30th. Should you choose to change your contract level, you will find a copy of the different service plans enclosed or on our website whitemountainoil.com (service & repair/service plans).

For those of you with Rinnai or Empire wall heaters, you may also use the reverse side to check that program off and return to us. In all cases, we will be contacting you at a later date and/or you may contact us to make arrangements for the inclusive annual heating system cleaning.

If you should decide to cancel your policy, you will have until July 30th, 2020 to do so. No changes or refunds will be allowed after August 1st, 2020 or any usage of the insurance plan.

Sincerely,

A handwritten signature in black ink that reads 'Shane'.

Shane McKinney
Service Manager
White Mountain Oil & Propane

4/20 - Renewal