Navigating Rising Energy Costs Together

Dear Valued Customer,

The war in the Middle East continues with no clear end in sight. Disruptions to fuel production and transportation have driven prices sharply higher and reduced available inventory as we approach the winter heating season. Because damaged overseas facilities may take months to repair and production may not return quickly to pre-war levels, customers could also face supply disruptions this winter.

We have addressed these two issues – price and supply over the last few months. Here is what we have done for our customers:

1. **Pricing:** We have offered a Capped Price Fuel Plan for this winter which puts a ceiling on how high your price per gallon can go, while allowing the price to be lower if prices come down.
2. **Payments:** We continue to offer our 10-Month Smart Pay Budget Payment Plan which allows you to break up your annual fuel bill over 10 months.
3. **Supply:** Due to our 81-year history and the size of our family business, we have very strong supply relationships that will give us priority if supplies get very tight. We have also entered into fuel supply agreements with our local wholesale distributors so we are in an even stronger position to provide fuel to our customers no matter what happens.
4. **Finances:** We have worked with our banking partner to ensure we have the financial resources to navigate these staggering fuel prices. Our wholesale distributors require payment in just a few days, while we give our customers time to pay us. Thus, we have increased our credit lines to deal with what may be a very difficult winter.

We have taken these steps to give you even more confidence about your choice of Cubby as your fuel provider. High fuel prices are the last thing we want because they hurt both our customers and our business. We hope supply returns and prices fall quickly before winter begins, but we are prepared if they do not. No matter the circumstances, we remain committed to taking care of you and your family just as we have done for the last 81 years. It is our promise to our customers.

If you have questions about your account or would like to discuss anything else with us, please don't hesitate to reach out. We're here to help.

Sincerely,

Charlie, Tony & Andrew Uglietto