



August 21, 2019

Dear valued propane customer,

Thank you for being a loyal customer of Q-Dog Fuels. Having been in operation several years now, we have worked to provide convenient, speedy deliveries of high-quality products with the utmost care. Since our inception, we at Q-Dog Fuels, have worked hard to keep costs as low as possible in an effort to provide you with a value priced option for your heating fuel needs. We have listened to you, our customers, regarding propane tank/delivery fees and understand sometimes our structure may get a bit confusing. After evaluating our fee structure, we have come up with an improved method of covering small tank delivery costs in hopes of providing a better understanding of pricing. On the back of this letter, you will find an updated price list based on the new pricing structure. **Starting September 1, 2019**, our small tank delivery fees will be included in the price charged per gallon. This provides a simpler, straightforward pricing structure.

We want to thank you for letting us know what you think, in turn making our business better. Please be assured that we are doing everything possible to keep our costs low and will continue to provide you the lowest possible rates in the area. Your satisfaction is essential to us, and we look forward to being the provider of choice when it comes to your heating fuel needs as we work to offer you excellent customer service, products, and value. If you have any questions or concerns, please don't hesitate to contact us at [customerservice@qdogfuels.com](mailto:customerservice@qdogfuels.com) or call toll-free 844-855-7364.

Sincerely,

Vicki Buckler  
Q-Dog General Manager



## PROPANE PRICING POLICY CHANGES\*

For smaller tanks, the amount of gallons delivered does not generate enough margin to cover delivery expenses and provide a fair profit. Under our previous policy, we covered this by charging a delivery fee.

Effective September 1, 2019, we will be adopting a new policy eliminating small tank delivery fees and incorporating the delivery overhead into the price charged per gallon based on tank size.

***Regular Discount Price \$1.799 Per Gallon\****

### New Policy Effective September 1, 2019

<b>Small Tank Pricing</b>	<b>Price (No Delivery Fee)</b>
One (1) 420 lb. (120 Gallon) Tank <i>No Orders Less Than Fill-Up</i>	\$2.299 Per Gallon*
Two (2) 420 lb. (120 Gallon) Tanks <i>No Orders Less Than Fill-Up</i>	\$2.049 Per Gallon*

### Former Policy

<b>Small Tank Pricing</b>	<b>Price (\$1.799 Per Gallon Plus*)</b>
One (1) 420 lb. (120 Gallon) Tank <i>No Orders Less Than Fill-Up</i>	\$25.00 Delivery Fee
Two (2) 420 lb. (120 Gallon) Tanks <i>No Orders Less Than Fill-Up</i>	\$15.00 Delivery Fee

*\*Our prices fluctuate with the market; these are current prices.*