W.H. RILEY & SON

HEATING OIL & PROPANE | EST. 1873

Navigating Rising Energy Costs Together

Dear Valued Customer,

The war in the Middle East has resulted in an almost unprecedented increase in fuel prices- including oil, propane, natural gas and gasoline. Electric rates are sure to follow.

We know how frustrating this is. It's extraordinarily frustrating for us as well and creates tremendous pressure on our business. Like all fuel providers, we purchase heating fuel daily at wholesale prices set by global energy markets. In just a few days after the war started, the price we pay jumped an amazing 75 cents per gallon.

We have no way of knowing what will happen tomorrow, let alone in a month or six months. In the past, we've seen prices plummet just as quickly as they've spiked. But when that happens is anyone's guess.

We still have cold weather to deal with. If we deliver according to schedule, some of you will think that we were just trying to make as much as we can. If we delay deliveries, prices could rise even more, and customers could run out of fuel.

A few things to be clear about:

1. We don't make more money when prices rise as opposed to when prices fall. Those increases are almost always driven by world events, or local interruptions in wholesale supply.
2. We want prices to go down as quickly as possible.
3. When we schedule deliveries, the most important priority we have is ensuring you have enough supply to keep your home safe and warm.
4. Our people have no control over the fact prices might spike or drop the very next day after they quote a current price.

We are committed to taking care of you and your family no matter what we are forced to deal with. We have spent years developing strong relationships with suppliers to ensure we have enough fuel even during these situations.

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.

Hopefully, the war will come to an end soon, and pressure on supplies and prices will drop. Until then, please join us in praying for our troops.

Sincerely,

The W.H. Riley & Son team