



Cassopolis Office
901 E. State St.
Cassopolis, MI 49031

Paw Paw Office
59825 S. LaGrave St.
Paw Paw, MI 49079

Adrian Office
1610 E. Maumee St.
Adrian, MI 49221

White Cloud Office
3181 Evergreen
White Cloud, MI 49349

1-800-492-5989

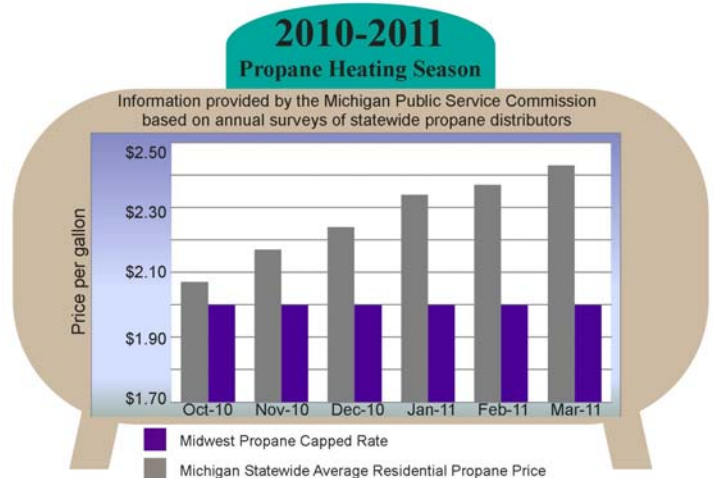
P.O. Box 127, Cassopolis, MI 49031
E-mail: info@teammidwest.com
www.TeamMidwest.com

More than 6500 customers in Michigan, Indiana and Ohio have made us their propane partner of choice. Why? Because we recognize that each customer is unique, and offer value-added benefits and flexible program and payment options to meet your needs.

Here are answers to a few common questions:

What makes Midwest Propane different?

Our approach is simple: no gimmicks, just gas. When building this business, we pledged to offer a service with value-added benefits and strong commitment to high quality customer service. We offer a capped rate guarantee through every heating season. In recent years, volatile gas markets have caused propane prices to steadily climb, and most retailers passed those increases on to their customers (see graph). Our guaranteed capped rate, provided at no extra charge, protects you from that volatile market.



We don't engage in the pricing games played by many other retailers. Many offer competitive prices, but charge fees for the various programs and services, such as delivery, capped rate service or budget bill. With Midwest Propane, what you see is what you get. We also don't offer low first-fill deals as a way to lure in new customers, because the ultimate losers in that scenario are the current customers who have to pay a higher rate to subsidize the new customers coming on under the lower first-fill deal.

Besides my gas, are there other costs?

- It costs \$1 to set a new tank or switch out a tank. At the same time we will pressure check the system and light all of your appliances.
- A permit must be pulled if there has never been a tank at this location. The cost is \$40-\$120, depending on the township.
- The first 25 feet of line and trenching is free; any additional line is \$2.00 per foot.
- Based on customer's credit report, a \$500 deposit may be requested.

What type of plans do you offer?

- **Metered service:** You pay for the gas you use each month. The meter fee is \$10.00 per month and minimum usage of 400 gallons/year is required. This service is only available to auto-fill customers.
- **Pay-by-fill:** You pay for each tank as it's filled. Payment is due within 20 days.
- **Level Pay Budget Plan:** This program helps you avoid high seasonal bills by spreading your costs out evenly over a 9- or 12-month period.

Is there a contract?

We ask customers to commit to a one-year contract at the time of sign up.

Is there anything I should know about locating my tank?

Your tank must be a minimum of 10 feet from any building, driveway or lot line. It must be located no more than 75 feet from the driveway so we may reach it with the hose for delivery.



Call us today to set up an appointment: 1-800-492-5989