

WHAT IS PRICE CAP PROTECTION?

SOS Price Cap Protection for Heating Oil is a way to provide cost certainty and save you money from future spikes in oil costs throughout the year.

SOS sets a price per gallon that will not be exceeded, hence the **cap price**. Then we work with you to help you choose the number of gallons you want to protect for the year.

If our market price of heating oil goes lower than the price cap, you receive the **lower price**. If prices increase, you will **never pay more** than the cap price. **It's a Win-Win!**

Think of **Our Price Cap Protection** as a type of insurance that helps avoid the shock of unexpected high heating bills.

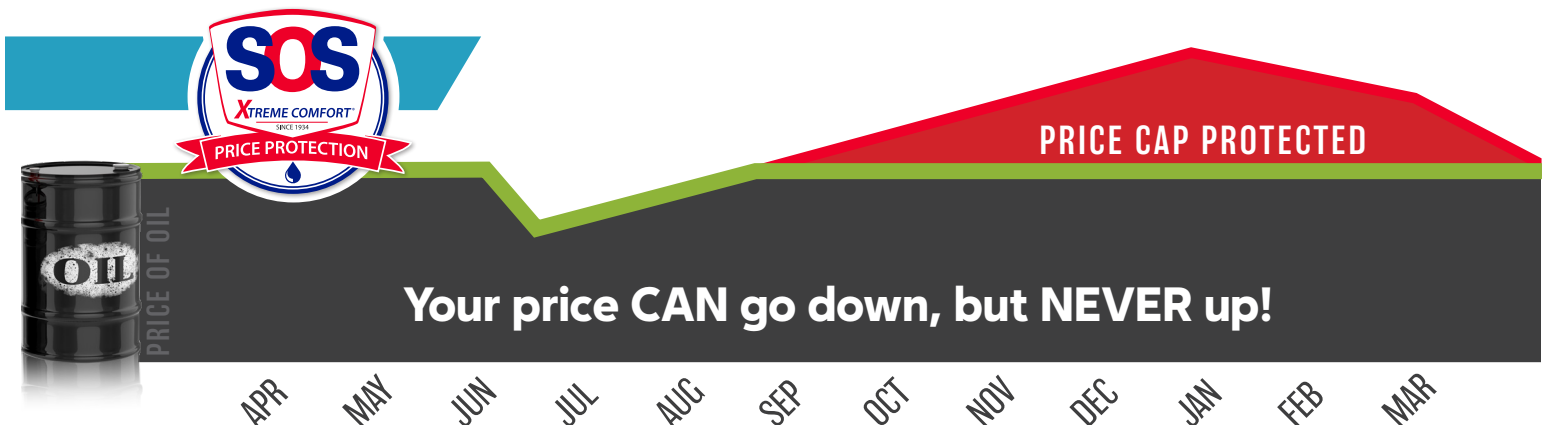
Our **Cap Price** customers may choose our **Budget Plan** payment option to help spread out the costs of winter Heating Oil usage throughout the year.

Cap Customers also benefit from our convenient **automatic delivery**, ensuring they never run out of Heating Oil on those cold winter days.



HOME OWNERS
USING PRICE CAP
PROTECTION SAVED
.40¢ / GAL IN
PAST WINTERS*. THAT'S
\$300 SAVINGS
EVERY 750 GAL OF
HEATING OIL.

*Savings based off Dec. 1, 2017 - Feb. 28, 2018 records.
Individual savings may differ year to year.



PRICE CAP FAQ'S



Q: Is a price cap better than a fixed price?

A: We often see how dangerous a fixed price can be because it can't go down. Even though many people think oil prices are low now, there's nothing that says they can't drop 30 or 50 cents per gallon from here. **So if you want price protection, a price cap is a much smarter move.**

Q: Is it possible oil prices could go even lower?

A: Yes, prices could go lower and you would still benefit. **Our cap program puts a ceiling your pricing.** So if prices do go lower, you'll pay that lower delivery price automatically.

Q: Could prices go up?

A: Yes. While the world economy is in fair shape, some of the factors that affect fuel prices can still be volatile. Many weeks during the year we see wholesale heating oil prices bounce up and down as much as 20-50 cents per gallon.

Q: Why is there a fee for the price cap?

A: We can't protect your oil price with a cap by ourselves; we must purchase a type of **price insurance** from our suppliers. Because of this cost, we must charge a small fee. We don't profit from this fee, and we don't cut corners like some companies. We protect your oil the right way.

Q: Some companies say their price cap is free. What's the reality?

A: What some companies do is similar to airlines that publicize a good rate, but then charge you for food, baggage, headphones and booking fees. Although when oil prices drop, **they don't lower your price nearly as far or as fast as we do.**

Q: Why do you charge based on the amount of oil I want to protect rather than a flat fee?

A: It's fairer for our customers. We want to make sure you pay only for the exact amount of price protection you need. SOS gets charged for the price cap by our suppliers based on how many gallons our customers will be buying.

Q: How much oil do you think I should cover with the price cap?

A: It's really up to you. Most people cover around 100% of the gallons they used the last year, but that can vary depending how extreme or how mild the temperatures were.

Q: What happens if I use more oil than I cover?

A: You'll pay the market rate in effect at the time of that delivery, or your newly established Price Protection rate if you continued in our Price Cap Program.

Q: Can I get a refund if I protect more gallons than I use?

A: Unfortunately no. We have to buy the insurance up front. That's why you should **protect only gallons that you are comfortable with.**

Q: Do I really need price protection at all?

A: Fair question. When there was less volatility in the market, some customers may have benefited by staying on our market price. While there's no fee, there's no price protection either, and your price will fluctuate depending on market conditions.

Q: Is there anything else you can do to help ease my bills?

A: Yes. Sign up for our Monthly Budget Plan and pay with Electronic Funds Transfer (EFT) or your Credit / Debit Card.

Q: How do I sign up for price protection?

A: SOS customers can call to enroll whenever you'd like. Remember, prices can change on a daily basis with the market. Until you actually enroll, you will be covered by our daily market price. To become an SOS customer you can go to **sosxtremecomfort.com** or call today.

THE DECISION IS YOURS

As much as we like to advise you on which pricing program will work best for you, it's difficult to say for sure. That's why we provide you with the knowledge to help you make an informed decision.

Choosing the right company for your Heating Oil and service is really what matters most.

WE ARE SOS XTREME COMFORT

We are family owned and operated for over 80 years. We offer the friendliest customer service and great Heating Oil pricing with Price Cap Protection. Our Ultra Clean Heating Oil contains the best detergents and anti-gels to burn cleaner and prevent freeze ups. We promise, with SOS you won't be left in the cold.