



Dear Valued Customer,

For over 50 years, Pemi River Fuels has proudly served the heating needs of Plymouth, NH and the surrounding area. After thoughtfully considering who should continue to care for their customers, employees and communities served, in July of 2023, the owners of Pemi River Fuels transferred ownership to Dead River Company.

Knowing Dead River Company's reputation for prompt, reliable, personalized service, the Pemi River Fuels team was excited to join the Dead River Company team. Since doing so, the team has been warmly welcomed and feels right at home as valued members of the Dead River Company family.

With the heating season behind us, it is now time to rebrand Pemi River Fuels to Dead River Company. This name change will go into effect on May 18th.

- You will continue to work with the same team, and you can still reach us at (603) 536-2738.
- You will begin to see the Pemi River Fuels team in Dead River Company uniforms. You may also see some new faces from Dead River Company.
- You could see either a Pemi River Fuels or Dead River Company delivery truck or service vehicle at your home or business. Over time, all vehicles will be rebranded to Dead River Company.

We want you to feel at home with Dead River Company. Some additional information has been enclosed that should help answer questions you may have. We welcome you to contact us with any additional questions at (603) 536-2738.

Thank you for your business. As Dead River Company, everyone here is looking forward to serving your heating needs for many more years to come.

Warmest regards,

Your Customer Service Team

About Rebranding

On May 18th, Pemi River Fuels will be rebranded to Dead River Company. The following provides information on topics that you may have questions about. If you have additional questions, please give us a call at (603) 536-2738.

Account Number & MyAccount

Upon rebranding, you will have a new Dead River Company account number. You will find this number located on all Dead River Company delivery tickets, invoices, and statements.

With your new account number, you can easily enroll in MyAccount, Dead River Company's online account management platform. MyAccount offers:

- Ability to securely make payments online
- Access to billing documents, like delivery and service invoices
- Option to "go paperless"
- Option to sign up for automated notices, like delivery notifications
- For those who contact us to schedule a delivery, the ability to order and pay for fuel online

Please visit MyAccount.DeadRiver.com to enroll.

Delivery Arrangements

If you are on automatic delivery, we will continue to deliver automatically; although the days we deliver may vary from what you are accustomed to.

If you typically contact us when you need a delivery, please call your local office at (603) 536-2738. With your new Dead River Company account number, you will also have the option of conveniently ordering and paying for fuel online at DeadRiver.com.

Prompt Pay Discount

Upon rebranding, eligible accounts will receive a 10 cent per gallon prompt pay discount when the balance is paid in full within 15 days! This applies to eligible heating oil, kerosene, and propane deliveries.

Invoices & Statements

Upon rebranding, service invoices will be mailed to you. In most cases, delivery invoices and remittance envelopes will be left at the time of delivery. **Billing documents will no longer be automatically emailed to you.** When you enroll in Dead River Company's MyAccount, you can easily access the documents online and opt to go paperless if you choose.

Making Payments

Payment Methods: All checks should be made out to Dead River Company. Payments should be mailed to Dead River Company, PO Box 70354, Philadelphia, PA 19176-0354. You are also welcome to stop by your local office to drop off your payment, or make a payment online via MyAccount.

Automatic Payments: If you have automatic payments set up, we will continue to automatically process them. For budget customers, the date of automatic payments will be set to the 15th of each month beginning in June.

Important To Change Payment Address: If you are enrolled in your financial institution's bill payment service, please log into the service and change your Pemi River Fuels payment information to your new Dead River Company account number and the new payment mailing address: PO Box 70354, Philadelphia, PA 19176-0354.

Security of Supply

With 70 bulk storage facilities and proprietary propane rail terminals, Dead River Company has the infrastructure and supply agreements to meet your fuel needs. When you call upon us, we will be ready, 24/7.

Thank you for your business!

We all look forward to continuing to expertly serve your heating needs for many years to come.