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Answers to Questions About Our Price Cap Program

Below you will find answers to our most frequently asked questions.

If you have more questions, please call us. While we can't predict which way prices will go, we are happy to explain our price cap protection program and help you with your options.

Q: How does a price cap work?

A: A price cap puts a ceiling on how high your price can go, but it also allows your price to drop if the market falls.

Q: How do I get a price cap?

A: You can call us at 301-373-2131 or return the enclosed form.

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

A: We do not provide price protection on our own, and do not speculate on which way prices will go, we purchase price insurance through our suppliers. Unfortunately the cost of the insurance has risen dramatically over the last few years. For those customers who wish to purchase protection we must buy the insurance to make sure you are covered. Because of this cost we must charge a fee.

Q: Some companies say they have "free" price caps. How can they do this?

A: The fact is they can't. These companies actually build the cost of the cap into their price per gallon. Most of them have several different "posted" prices, one for cap customers and various prices for everyone else—and the cap price is often 20¢ or 30¢ higher.

Q: Which way are prices likely to go?

A: We wish we could tell you, but it's like trying to predict the stock market. Often the oil markets are driven by pure speculation without a fundamental basis for their up and down movement. 2008 was a perfect example of this.

Q: Which pricing option makes more sense?

A: There's no one type of program that always works out best. Some people like the cap because it gives them insurance against the worst case scenarios. But many others are less concerned about a further run up in prices, especially because the economic recession has suppressed the demand for oil. It's really up to you and which option makes you most comfortable.

Q: Do I have to make a decision now?

A: No, you can enroll any time up to Sept. 30. However, if you wait and oil prices rise, your cap and delivery price will be higher. On the other hand, if you enroll in a price cap now, and oil prices drop, you won't get a lower ceiling, but your actual delivery price will still go down. So if you want to get price protection, it probably makes sense to enroll now rather than try to time it just right.

Q: Can I pay my bills monthly on my credit card?

A: Yes, you can use a credit card. However, many of our customers have chosen to use EZ Debit instead. With EZ Debit, your bank automatically issues us payment for your monthly bill on a specific date. You get the convenience and confidence of knowing your payments will be made so you don't lose your discounts, and you don't get hit with big interest charges by your credit card company. You can sign up online or call us and we will be glad to set you up on EZ Debit.