



Propane
HILCO H₂O
Lake Whitney Water Company

A subsidiary of HILCO Electric Cooperative, Inc.

September 16, 2010

Dear Valued Customer:

I wanted to take this opportunity to thank you for being a HILCO Propane customer and to assure you we realize you do have a choice.

I am writing to inform you that HILCO Propane will no longer participate in the Ray Williams Propane Club program, but we will continue to provide the best customer service we possibly can and sell propane to you at the lowest price we can.

HILCO Propane has chosen not to lock in a propane price, just as we did not lock in last year. We do not want to turn around and have the need for a large price increase at price renewal time should a price have been locked in too low. We believe we can better serve our propane customers when we attempt to maintain a levelized billing so the customer basically always knows the price range to expect when propane is delivered year after year. We also believe our customer service and twenty-four hour dispatch is an added benefit for our HILCO customers.

HILCO also offers many different pay options (check, cash, credit card, in person or over the telephone) to make your purchase as simple as possible.

Again, thank you and we appreciate your business.

Best regards,



Debra Cole

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