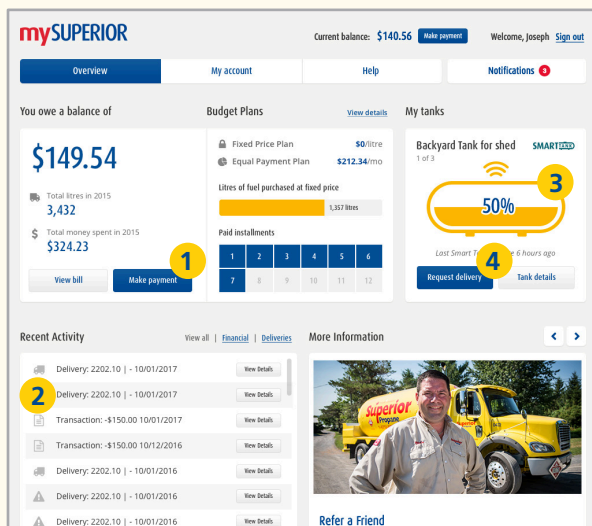




mySUPERIOR.ca is a convenient way to manage your account online, 24/7.

Use your new account number to sign up.



- 1 See current balance and make payments with ease
- 2 View account history and usage
- 3 Monitor SMART* Tank™ levels from anywhere
- 4 Schedule your delivery online

CUSTOMER SUPPORT 24/7

Superior's customer care teams are located across Canada to provide you with local support, 24/7.

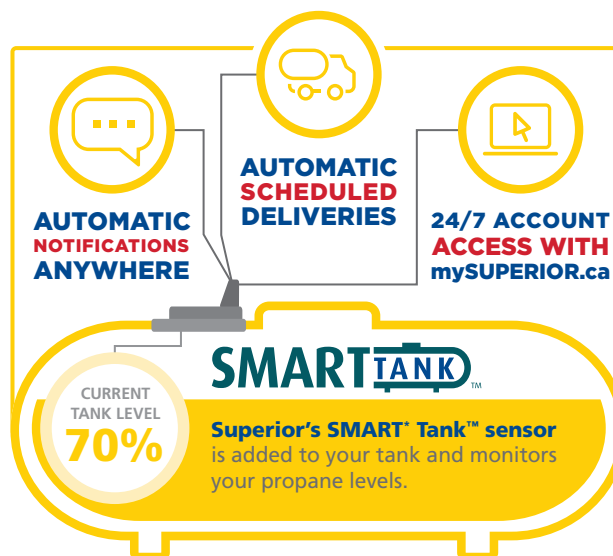
- ✓ Schedule a delivery (press 1, 1)
- ✓ Schedule a service visit (press 1, 2)
- ✓ Make a payment (press 1, 3, 1)
- ✓ Add services to your account (press 1, 5)
- ✓ And more

A customer care representative is ready to assist you.

- ☎ **1-87SUPERIOR (1-877-873-7467)**
- ✉ CustomerService@SuperiorPropane.com
- 🌐 SuperiorPropane.com/customer-service



Superior's SMART* Tank™ sensor can be installed on your tank to make managing your propane easier and worry-free.



IMPORTANT Update for Canwest Propane Customers



Welcome

WHAT'S INSIDE:

- Reading your new delivery ticket and invoice
- How to order propane
- How to make payments
- Our exclusive services & benefits
- Ways to contact us

Superior Propane

*Self-Monitoring, Analysis and Reporting Technology. Superior Propane, Canwest Propane, SMART Tank, and mySUPERIOR are registered trademarks or trademarks of Superior Plus LP in Canada.

CW-WB_03/18

Your New Delivery Ticket/Invoice

Your new delivery ticket (shown below) is also your invoice.

- You can pay for your propane from this ticket.
- It will be hand-delivered to you or left for you by the driver at the time of your fuel delivery.
- Take note of your new account number, which you can use when paying bills or inquiring about your account.

You will also receive your invoice by mail for a period of time and can pay from the mailed invoice. Alternatively, sign up for paperless billing at mySUPERIOR.ca using your new account number.

However you choose to pay, your payment terms remain the same.

How to Read Your New Delivery Ticket/Invoice*

INVOICE NO	QUANTITY	DESCRIPTION	AMOUNT
15015	000.0 litres	BULK PROPANE @\$0.0000 /LITRE HacMat Fee 0.00 Trans Fee 0.00 FUEL TAX 0.00 CARBON TAX 0.00 SUBTOTAL BEFORE TAX \$000.00 GST/HST 0.000% 0.00 Tax on HAZMAT FEE 0.00 Tax on TRANSPORTATION FEE 0.00 PLEASE PAY THIS AMOUNT \$000.00	
Superior Propane Driver ID 289 Truck: 5 MM/DD/YY 10/26 JEN CUSTOMER 4123 ANY STREET WEST CALGARY, AB ACCT# 000-000 Tank Serial # Order# 000000 PO# 000000		Liquefied Petroleum Gas (Propane) Class 2.1, UN1075 *For Sales/Serv please call 1-877-873-7467 *GST/TPS:840149926 GST/TVQ #1212550341 RBDQ #6354-2027-16	
DATE MM/DD/YY 10/26/23 START/DEBIT 0.0 LITRES END/FIN NET 000.0 LITRES END/FIN 000.0 LITRES LPG 1 VOLUME CORRECTED TO/A 15.0 C SALE/VENTE		Customer Signature <i>J. Customer</i>	

Superior Propane
JEN CUSTOMER
4123 ANY STREET WEST
CALGARY, AB

ACCOUNT NO: 000-000

☐ CHECK HERE IF name, address
telephone or usage has changed

Superior Propane
P.O. Box 4568
STN A
Toronto, ON M5W 0J5

Thank You For
Your Business!

INVOICE
Delivery Date: MM/DD/YY
Ticket No. 15015

AMOUNT DUE \$ 000.00

DUE DATE MM/DD/YYYY

Amount Enclosed \$

PLEASE PAY FROM THIS INVOICE

If you would like to make your payment by credit card, please visit us at www.superiorpropane.com or call us toll-free at 1-877-873-7467 to take advantage of our Pay by Phone option. Thank you.

- 1** Account Number
- 2** Invoice/Delivery Number
- 3** Current Order Subtotal
(including all applicable taxes & fees)
- 4** Delivery Date
- 5** Payment Due Date
- 6** Total Amount Due
(including taxes and fees)

* Delivery ticket/invoice is for illustration purposes only. Taxes and energy rebates (if applicable) will vary by province.

How to Order Propane

If you are currently set up for Automatic Delivery or Will Call Delivery, rest assured we will continue to serve you with no changes to your account or delivery schedule.

To schedule a delivery, call us anytime at **1-877SUPERIOR (1-877-873-7467)**. Select your preferred language from the menu, then select 1, and 1 again, and a customer care representative will take care of your request.

Prefer to order your propane online? Register for your free [mySUPERIOR](http://mySUPERIOR.ca) account at mySUPERIOR.ca.

Please Note: Your propane may now be delivered by either a Canwest Propane or a Superior Propane truck as we transition from the Canwest brand and begin operating as Superior Propane.

How to Make Payments

Please update your payment information by following these instructions.

If You Pay:



By telephone or online banking:

You will need to set up Superior Propane as a new payee and add your new account number.



By credit card:

There is nothing you need to do as long as your credit card is valid. If your card has expired, call us at **1-877SUPERIOR**.



By cheque:

Make your cheque payable to Superior Propane and mail it with your remittance stub to the address shown on your delivery ticket or invoice.



By phone:

Call us toll-free at **1-877SUPERIOR (1-877-873-7467)**: Press 1 for English, then 1, 3, and 1.



Through automatic bank withdrawals:

This will transition seamlessly to Superior Propane and there is nothing you need to do.



Plus there's a new way to pay!

Visit mySUPERIOR.ca and register with your new account number to pay bills, view account history and more.