

Strick's L.P. Gas Customer Update

Customer Letter

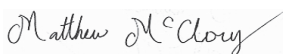
Dear Friends and Customers,

Winter has come and gone, and it was the warmest winter in recent memory. That makes it tough to sell propane, but it's time to put all that behind us and get ready for the grilling season! Strick's LP Gas has a wide selection of grills and grilling accessories, including a large stock of all Stainless Steel Wilmington Grills. **This grill will last a lifetime!**

We locked in a lot of new customers over the winter and saved them a lot of money on propane! This year, we're offering lock-in prices earlier so give us a call if you want to get locked in at a low rate through March 31st, 2013. **It's never too early to lock in!**

Be sure to like us on Facebook and follow us on Twitter, where we'll be announcing daily deals and propane news on weekdays. We look forward to your patronage throughout the spring and into the summer!

Sincerely,



Matthew McClory, Director of Operations

Privacy Policy

We protect security and confidential information. We do not share information to others about our customers. If you have any questions please call us..

Dates To Remember:

In celebration of the holidays, we will not be available for deliveries on the following dates:

- May 28th — Memorial Day
- July 4th — Independence Day
- September 3rd— Labor Day

As usual, our store will be open on Saturdays from 9am to 5pm.



State Fuel Piping License FP Class 1 #24825

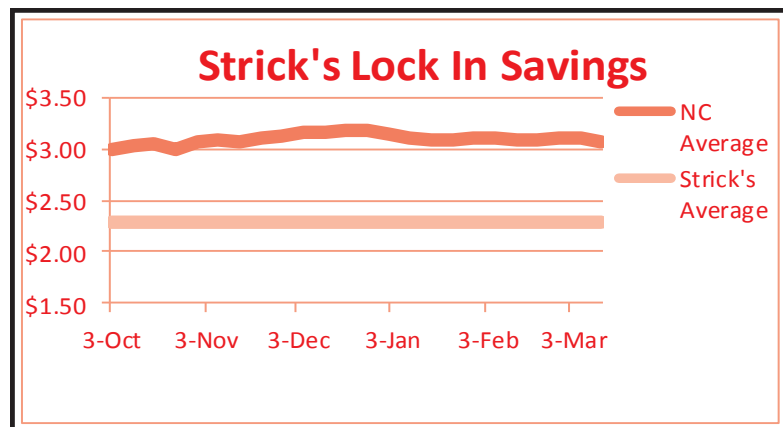
4530 CASTLE HAYNE RD.
CASTLE HAYNE, NC 28429

Inside This Issue:

Lock In Pricing	p.1
Coupons	p.2
Featured Grills	p.2
Tank Fees	p.3
Customer Referral	p.3
Delivery Information	p.3

Lock-In Pricing

We have had a lot of success with our Lock In Pricing program and last winter we signed up over 150 new customers with individual customer savings over \$500 through the course of the winter months. Of course, some of our customers experienced much larger savings! The old contracts ended on March 31st, 2012, but this year, we're offering Lock-In contracts much earlier than usual so give us a call and you could be locked in today! The Lock-In contract would run from the day you sign up until March 31st, 2013. Here is a graph showing the NC average propane price vs. Strick's LP Gas Lock In Pricing for the 2011-2012 winter season.



E-Mail Promotions

Strick's LP Gas is on a campaign to gather our customer e-mail addresses for promotions and coupons. If you are interested in signing up for Strick's LP Gas e-mail promotions please send an e-mail with your name, address, phone number, and e-mail to newsletter@stricks LPGas.com and we'll set you up.

Visit our Website! Stricks LPGas.com

On the Web

Strick's LP Gas is now on twitter and facebook! Be sure to follow or "like" us, respectively, since we will be announcing helpful information for our customers, as well as featuring **daily deals!**

Also sign up for E-mail promotions!

Twitter: @Stricks LPGas

Facebook: facebook.com/stricks LPGas

Special Delivery!!

\$5.00 off 22 Gallon Propane Delivery. Simply send this coupon along with your payment and subtract **\$5.00** from your invoice. Expires 06/30/2012



Cannot be combined with any other discount. Limit 2 tanks per invoice.

\$10.00 OFF YOUR NEXT BULK DELIVERY

Simply send this coupon with your payment and subtract **\$10** from your invoice.



Offer expires 06/30/2012
Cannot be combined with any other discount



20# Spring Refill!

\$12.15 plus tax
Bring your 20# cylinder and we will fill it for only **\$12.15** plus tax. Limit 4 tanks per visit. Offer expires 07/05/2012. Cannot be combined with any other discount

\$3.00 OFF 30# or 40# REFILL



Bring your 30# or 40# cylinder and we will take **\$3.00** off the refill price! Limit 2 tanks per visit.

Offer expires 07/05/2012. Cannot be combined with any other discount

TAKE AN ADDITIONAL 5% OFF ANY GRILL OR 10% OFF ANY ITEM AT REGULAR PRICE



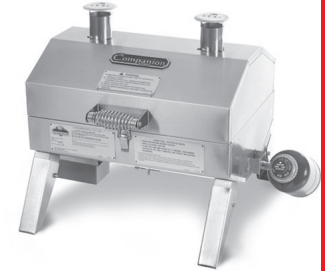
Take an additional **5%** off any grill that is on sale or **10%** off any item in stock at regular price.

Expires 07/05/2012. Cannot be combined with any other discount.

Two New Holland Models



Introducing the Holland Wrangler Grill. This new baseline model is available from Holland with a lifetime warranty and can be found in our showroom at the low price of **\$699.99**.



The Holland Companion Grill is an all-stainless steel portable grill with 212 square inches of cooking surface. The burner is adjustable from 2600 BTU to 4900 BTU. Only **\$299.99**.

Conversion hose available for 20# cylinder.

As always, all Holland Grills come with a lifetime warranty on burners and cooking grids.

Visit our showroom for the full range of Holland Grills.

Wilmington Grills



Cape Fear Classic (above)
\$1,349.99



Cape Fear Deluxe (below)
\$1,699.99



Cape Fear Traveler
\$699.99

BEST DEALS ON WILMINGTON GRILLS!

All Wilmington Grills made with heavy duty 304-stainless steel. Built to last a lifetime. Cape Fear Junior \$1,099.99 (not shown).

Gas Appliance Service

All gas appliances, including gas logs, should be serviced once per year. Unfortunately, at Strick's LP Gas we do not service appliances. However, we can point you in the right direction. Here is a list of gas service technicians that we recommend:

Service:

Craig Newkirk: 231-3687
Ricky Glover: 367-2330 OR 762-9624

Service & Installation:

Carolina Fireplace: 279-4424
Gas Solutions: 681-0901
Jeff Johnson: 686-3502

We highly recommend that you read and understand the owner's manuals for all of your gas appliances and to consult your manual regarding service, maintenance, and safety.

Own a Business?

Did you know that Strick's LP Gas also services commercial locations and restaurants? If you have a business and are interested in having service from Strick's LP Gas, please give us a call and we will work with your business to get the pricing and service that you need. Let us extend the same great pricing and service that we have shown at your home service to your business. Includes free installation and no fees.

Moving or Selling Home?

If you are moving or selling your home it is your duty to contact us just as you would any other utility company. If you fail to let us know about your move you may be responsible for fees and/or deliveries (if you are an automatic delivery customer).

Customer Referral

Strick's LP Gas is offering \$25 to customers that successfully refer a new customer to Strick's. We will post the \$25 credit to your account as soon as the referral completes their new installation with us. Get the word out!

Changing Service

If you change your service please do so in writing by mail. Changes in service include cancellation and changing from an auto-delivery to a "will call" customer. There are no penalties to cancel service, however you may receive a prorated invoice from June 1st to cancellation date for tank fees.

Tank Fees

Tank fees are due again on June 1, 2012, so there's still time to have them waived!! Tank fees for 22 gallon tanks are waived if one refill per tank is purchased throughout the year. 57 gallon tank fees can be avoided with a purchase of 90 or more gallons and 120 gallon tank fees can be avoided with a purchase of over 200 gallons. Remember, the tank fee year runs from June 1, 2011 to May 31, 2012, so only orders placed within that time frame will be counted.

Please call our office if you would like us to review your account to determine usage. If you would like to order gas before June 1st and avoid fees, then take advantage of our coupons on page 2 at the same time **and save up to \$95.00.**

Important

Propane Safety

Propane safety is extremely important. Here are some guidelines for propane safety in the event that you or someone in your family smells propane gas.

IF YOU SMELL GAS:

1. Eliminate any flames or sparks!
2. Do not use any electronics, switches, or open flames.
3. Leave the area immediately.
4. Turn off the gas supply at the propane tank using the valve on the top of the tank.
5. Once you are safely away from the building, call your propane supplier or 911.
6. Stay out of the building until it is safe to re-enter.

If you are interested in more safety tips including pilot lighting tips, appliance maintenance, and odor tests, just call us and we will send you a Free Propane Safety brochure.

Tank Size Upgrade

If you currently have multiple appliances that run on propane you may be able to save money by switching to a larger capacity propane tank. Strick's LP gas can furnish tanks from 57 gallon to 1000 gallon capacity to service even the most extreme usage. Strick's LP Gas also offers automatic delivery service on all tanks above 100# providing you and your family with peace of mind with regards to your propane needs. Call our office today and speak with one of our service representatives to see if upgrading is right for you.



PRST STD
US POST PD
PERMIT NO. 12
WILMINGTON, NC

4530 CASTLE HAYNE RD.
CASTLE HAYNE, NC 28429
910-675-1944



IMPORTANT CUSTOMER INFORMATION ENCLOSED

Strick's L.P. Gas Newsletter
4530 Castle Hayne Rd. Castle Hayne, NC



Delivery Service



Call for our new lock in pricing on 120 gallon or larger tanks! Prices now available!

IMPORTANT CUSTOMER INFORMATION ENCLOSED!



Office and Showroom



See inside a sneak peek into our wide selection of grills and cut out a coupon to saves money!

- Lock in Propane Pricing
- Delivery Service
- Residential & Commercial
- Grills & Accessories
- Propane Refill Station
- Propane Tanks
- Forklift Tank Delivery



Why Exchange Your Tank When You Can Refill For Less - Coupon Inside



Propane refill station—bring your tank and we'll fill it for only \$12.15 Coupons inside.