



8255 San Leandro Street
Oakland, CA 94621
844-698-8600

www.suburbanpropane.com

Welcome to Suburban Propane!

November 5, 2019

Dear Valued Customer,

As a customer of East Bay Propane, we're excited to welcome you into the Suburban Propane family of customers!

We've been serving our customers and local communities for over 90 years, proudly celebrating our dedication to safety, integrity and customer service providing a full-range of benefits including:

- Emergency service answered by company representatives, not an answering service, 24 hours a day, 7 days a week, 365 days a year
- Service technicians and drivers who are trained with your safety as their #1 priority
- Worry-free automatic delivery
- Budget payment options, with no enrollment fees
- Flexible and convenient payment and account management options
- Fuel delivered to you when you need it, with reliable service that your business can depend on

While change can be challenging, our goal is to make the transition to Suburban Propane as simple and easy as possible for you. Our commitment to excellence is driven by our mission – one that keeps your safety at the forefront of everything we do – and a promise to try to be the best partner we can be for your business.

We invite you to visit our web site at www.suburbanpropane.com to familiarize yourself with all of the services we have to offer.

We're happy to help and are here to answer any questions you may have!

Warmest regards,

Jim Mohnach
Customer Service Center Manager
844-698-8600
San Jose, CA

Brett Hayes
Customer Service Center Operations Manager
844-698-8600
Oakland, CA