Dear Valued Customer,

With cooler days coming and winter in sight, we are receiving many calls about fuel prices. Energy costs have risen sharply, largely driven by escalating hostilities in Iran disrupting global crude oil supplies. The speed and magnitude of these increases have been unprecedented.

Please know that we hate high prices and volatility just as much as you do. Local energy retailers like us have no control over global markets. Our company doesn't make more money when prices rise, in fact all of our costs have risen too.

Some things to consider as the heating season approaches:

1. **It's important to keep your account current.** With winter approaching, it's critical that you take care of any unpaid balances on your account as soon as possible. We also recommend you sign up for **AutoPay** to ensure your account stays current. You can add a credit card to your Pierson account by going to **JWPierson.com** and clicking **My Account**.

2. **If you are having trouble keeping up with payments, please call us right away.** We can try and work with you but only if you communicate with us early. There are resources like LIHEAP and La Casa de Don Pedro, which can provide assistance for utility costs. (see contact information below)**

3. **If you're on our Automatic Delivery and your account is current, stay on it.** Trying to "time the market" by waiting to call for fuel isn't a good strategy. No one can predict when market conditions will change, and even when crude or wholesale prices decline, a particular company's retail heating oil price may not change immediately or by the same amount.

4. **Take steps to reduce your energy usage.** Small changes can add up: Use a programmable thermostat to lower temperatures when you're away or asleep, replace air filters regularly, seal air leaks, keep vents and baseboards clear, and open shades on sunny days to take advantage of natural warmth.

We have managed periods of volatile pricing and tight supply before, and we know how to navigate them. We're doing everything we can to manage fuel costs and supply responsibly while we wait for prices to come down. Our strong relationships with trusted fuel suppliers put us in a strong position to maintain ample heating oil reserves for our customers, even during tighter periods. (Not all heating oil suppliers in our area can say that.)

Our team is always here to answer your questions and help keep your home warm this winter.

Energy Assistance:
If you need help with heating costs, assistance may be available through:

LIHEAP: 973-366-4770 x 108 | energy@mcoha.org

La Casa Don Pedro (Essex County):
(973) 485-0795 | energyassist@lacasanwk.org

Sincerely,

The J.W. Pierson Team