



# js west

## PROPANE GAS

January 7, 2008

To: Residents of Saddle Creek  
Re: December Statement

To Whom It May Concern:

As many of you know, it was brought to our attention that the residents of Saddle Creek were not all paying the same rate for Propane. Although these differences in most cases were very small, we believe they for the most part were a component of our software conversion (which was done in August 2007).

When we confirmed that this in fact was true, we corrected the problem the same day, so that every resident is now paying the same rate. We further agreed to freeze the price to all residents for two months (November and December) to compensate for the differential in pricing.

At the end of December we changed the price to reflect the wholesale increases as agreed, however due to the holidays we were behind on posting by one day. This led to the residents of Saddle Creek being overcharged by approximately .05 per gallon. I have spoke with members of the CSD board and Saddle Creek, and have agreed to immediately credit all residents for the amount that was over billed. Please disregard your current December statement as a new corrected one should reach you by the end of the week.

If you have already paid your bill, you will see a credit in the amount of your overpayment on your January statement.

Please accept my sincerest apology for this oversight. We appreciate your business, and hope you and your families enjoyed a wonderful Christmas and New Year.

Sincerely

Dana Mayo  
General Manager  
J.S. West Propane  
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