

EXCITING NEWS: Avenir Energy is Your New Local Propane Supplier!

Dear Valued Customer,

We are thrilled to announce starting **December 1, 2024**, Avenir Energy Ltd., a newly formed Canadian propane distributor, will become your new propane provider with many of the same employees providing you excellent service today. Our goal is to make this transition as smooth and seamless as possible, while continuing to provide you with exceptional service through your local branch. Your current propane account number will remain the same with Avenir Energy.

If you have other fuel and lubricant services outside of propane, these are not impacted and remain with your local branch.

What this means for you:

- There will be no disruption to your automatic or by request propane delivery service. Your pricing, equipment, and service agreements will automatically transfer to Avenir Energy.
- All your account credits or balances will be transferred to Avenir Energy Ltd.
- Any unpaid invoices must be paid to Avenir Energy Ltd.
- If you have other fuel and lubricant services outside of propane, you will have two accounts after Dec. 1, 2024: one propane account with Avenir Energy Ltd. and one fuel and lubricants account with your regular Parkland brand.
- If you are a propane-only customer, your automatic payments set up with Parkland Corporation will end after Nov. 30, 2024.

Next Steps: Onboard with Avenir



AVENIR ENERGY

Manage Account Online: In early December, you will receive instructions on how to login to My Account through [Avenirenergy.ca](https://www.avenirenergy.ca) to order propane, view deliveries, pay your bills and request service.



- **Update Cheque Payments:** Please change your cheque payments to Avenir Energy Ltd. A new remittance address will be available on your first invoice. Visit [Avenirenergy.ca](https://www.avenirenergy.ca) for your local branch's mailing address.
- **Contact Avenir Energy:** Looking to communicate with Avenir Energy directly? You can call your local branch, one of the regional numbers listed below, or email customer.service@avenirenergy.ca.

Thank you for your patronage, it has been a pleasure to serve you. The Avenir Energy Team looks forward to welcoming you aboard and is committed to ensuring that you continue to receive safe, reliable delivery and excellent customer service.

Sincerely,

Customer Experience Team

Get in touch with Avenir Energy

Atlantic

1-888-710-4967

Quebec

1-866-824-6778

Ontario

1-800-561-7727

Prairies

1-780-712-6111

Pacific

1-888-710-4425