



Dear Valued Customer,

Since 2004, Rockingham Oil has proudly served the heating needs of Derry, NH, and the surrounding area. **Robert Knapp and Bill West have made the decision to retire and have personally chosen to transfer ownership to Buxton Oil.**

Here at Buxton Oil, we are honored to have been selected to carry on Rockingham Oil's tradition of responsive deliveries and competitive pricing. We look forward to continuing to care for your heating needs, as well as welcome the Rockingham employees to the Buxton Oil team.

As Buxton Oil's General Manager, I want to personally assure you that when you need us, we will be there. You can expect to experience the same level of quality service from Buxton Oil that you have come to expect from Rockingham Oil.

To ensure a seamless as possible transition, an informative customer reference has been enclosed. We welcome you to contact us with any addition questions at 603-434-9224 or 603-679-5600. Office hours are Monday through Friday, 7:30AM to 4:00PM.

**Welcome to Buxton Oil!** Everyone here is looking forward to serving your heating needs for years to come.

Warmest regards,

A handwritten signature in black ink, appearing to read "Jon Drabik", written in a cursive style.

Jon Drabik  
General Manager  
Buxton Oil

# INFORMATION ABOUT BUXTON OIL

Robert Knapp and Bill West have transferred ownership of Rockingham Oil to Buxton Oil. The following provides information on topics that you may have questions about. If at any time you have additional questions, please give us a call at 603-434-9224 or 603-679-5600.

## General Information

The Rockingham Oil office and team have moved to Buxton Oil's 49 Shirking Road, Epping, NH location. Buxton Oil offers 24/7 emergency deliveries of heating oil and kerosene, as well as propane. In the event of a heating related emergency, please call 603-679-5600.

## Account Number & MyAccount

You now have a new Buxton Oil account number. You will find this number located on all Buxton Oil delivery tickets, invoices and statements.

With your new account number, you can easily enroll in MyAccount, Buxton Oil's online account management platform. MyAccount offers:

- For those who contact us to schedule a delivery, the ability to order and pay for fuel online
- Access to billing documents, like delivery invoices
- Ability to securely make payments online

Please visit [BuxtonOil.com](http://BuxtonOil.com) to enroll.

## Delivery Arrangements

Buxton Oil is committed to timely, responsive deliveries. You will begin to see Buxton Oil delivery trucks – which are the color of a school bus.

If you are on automatic delivery, we will continue to deliver automatically; although the days we deliver may vary from what you are accustomed to.

If you typically contact us when you need a delivery, please call us at 603-679-5600. With your new Buxton Oil account number, you also have the option of enrolling in MyAccount and conveniently ordering and paying for fuel online at [BuxtonOil.com](http://BuxtonOil.com).

## Prompt Pay Discount

All eligible accounts will receive a 10 cent per gallon prompt pay discount when the balance is paid in full within 15 days!

## Invoices & Statements

You will now receive deliveries, invoices and statements from Buxton Oil.

In most cases, delivery invoices and remittance envelopes will be left at time of delivery. When you enroll in Buxton Oil's MyAccount, you can easily access your documents online.

## Making Payments

**Payment Methods:** All checks should be made out to Buxton Oil. Payments should be mailed to Buxton Oil, 49 Shirking Road, Epping NH 03042. You are also welcome to stop by the office to drop off your payment, or make a payment online via MyAccount. Due to current U.S. Postal Service delays, we encourage the use of MyAccount to ensure prompt payment receipt.

**Automatic Payments:** If you have automatic payments set up, please contact the office to confirm your information.

**For budget or program customers,** we will continue to honor current plans through the end of their contract.

**Important To Change Payment Address:** To help prevent any payment processing delays, if you are enrolled in your financial institution's bill payment service, please log into the service and change your Rockingham Oil payment information to your new Buxton Oil account number and the new payment mailing address: 49 Shirking Road, Epping NH 03042.

## Service Arrangements

For those with an annual tune-up or service work already scheduled, a preferred contractor will be calling to re-schedule that appointment. If you have an install scheduled, you can expect a call from Dead River Company in Manchester to re-schedule, they will be performing all installs. You can expect a call within two weeks and any service quotes already provided will be honored.

If you need to schedule service work or an annual tune-up, please call the office at 603-679-5600 and we will be happy to share a list of preferred contractors.

**Thank you for your business!**

**We all look forward to continuing to serve your heating needs for many years to come.**