

February 3, 2022

Dear Valued Marquis Heating, Inc. Customer:

Marquis Heating has been a locally owned, family business for nearly 30 years. Our company was founded in 1993 by Robert Marquis and Jeanne Marquis. Over the years, we have been grateful for the opportunity to serve our customers and we continue to strive for excellence in everything we do as a family and as a company.

We at Marquis Heating, Inc. have made the decision to transition Marquis Heating to another local, Maine-based, family-owned energy company. This decision did not come easily as we value the trust, friendship, and loyalty of our customers. Robert and Jeanne are excited to enjoy retirement (and they have earned it!) and we thank you for your loyalty to Marquis over the years. We take great pride in our family-owned business and have valued our relationships with our customers and the community.

We are pleased to announce that R. H. Foster Energy, LLC has purchased Marquis Heating. R. H. Foster Energy is a family-owned energy services company celebrating over 60 years in business. R. H. Foster Energy offers oil, propane, kerosene, diesel, equipment sales and a 24-hour, 365 day per year service department. We are confident that they will continually and efficiently meet your energy needs. Members of the R. H. Foster Energy team will help to ensure that the transition goes as smoothly as possible.

You may still see the Marquis Heating trucks and our team in your area. You can rest assured that your home comfort needs will continue to receive close attention from our family, including Greg Marquis, Brenda McDonald, Donald Marquis, Joe Marquis, Amber Boobar, and our valued team, including Eric Van Steenberghe, Rick Paquin, and Rick Doughty.

Please note that Marquis Heating will be collecting outstanding balances owed prior to February 3, 2022. If you have a prior account balance, please make all payments to Marquis Heating, Inc., 379 Kirkland Road, Old Town, Maine 04468 or 110 River Road, Lincoln, Maine 04457. You can still call the Marquis Heating number (207) 827-5115 for Old Town or (207) 794-2200 for Lincoln. For additional information, we have enclosed a FAQ sheet regarding this change.

Many thanks to you, our loyal customer, for helping to make Marquis Heating into the great company it is today. Our employees will continue to work with the R. H. Foster Energy team and will become employees of R. H. Foster Energy. This will ensure that you will continue to receive the great service you are used to at your home or business.

Sincerely,

Robert MARQUIS      Jeanne B. Marquis

## Frequently Asked Questions

**Q. What do I do if I have a question about my account?**

*A. Call Marquis Heating at (207) 827-5115 for Old Town or (207) 794-2200 for Lincoln.*

**Q. What steps do I take if I owe a prior balance to February 3, 2022?**

*A. Send payment to Marquis Heating, Inc. – 379 Kirkland Road, Old Town, Maine 04468 or 110 River Road, Lincoln, Maine 04457.*

**Q. What will happen if I have a credit balance established for the upcoming winter?**

*A. Marquis Heating has transferred credit balances to R. H. Foster Energy. Your credit can be applied to your future deliveries through R. H. Foster Energy.*

**Q. How do I order more fuel?**

*A. Call Marquis Heating at (207) 827-5115 for Old Town or (207) 794-2200 for Lincoln.*

**Q. If I am an automatic customer with Marquis Heating, does that change?**

*A. No, you will continue to be an automatic customer and your delivery schedule will be transferred to R. H. Foster Energy.*

**Q. What will happen to my fuel assistance benefits?**

*A. If you have an existing fuel assistance credit on your account, the credit will be transferred to R. H. Foster Energy who will deliver as normal. If you have not had your appointment yet, please indicate R. H. Foster Energy as your provider. Please call Marquis Heating at (207) 827-5115 for Old Town or (207) 794-2200 for Lincoln to obtain your account number prior to your fuel assistance appointment.*

**Q. What if my credit card information is on file for automatic payment use with Marquis Heating?**

*A. Your credit card information **will not** be transferred to R. H. Foster Energy automatically. You will be receiving a call from Brenda or Amber in the Marquis office to get your Credit Card information into our new System.*

**Being an R. H. Foster Energy customer, you still get great service, plus more...**

- ✓ All Heating Fuels to include Propane, Kerosene, Fuel Oil and Diesel
- ✓ Skilled Service Technicians available 24 hours a day, 365 days per year!
- ✓ Expanded Programs: No Worries Budget Plan, CAP Price Protection, and Pre-Buy
- ✓ Online Account Access, Payment Options and E-Invoices
- ✓ Efficient Equipment: Boilers, Furnaces, Stoves, Fireplaces, Hot Water Heaters etc.
- ✓ Efficiency Answers, Advice and Alternatives to include such services as insulation, air sealing and high efficiency heating equipment

*We hope you find the merging of these two companies to be a great benefit to you!*

