


# How to Read Your Propane/Heating Fuels Statement



P.O. Box 2008 • 219 Nuway Circle, NE • Lenoir NC 28645  
Tel: (828) 758-4401 • Fax (828) 754-3037 • 1-800-726-0405

**1** **STATEMENT**  
Propane • Fuel Oil • Kerosene

2491 Hwy 421 South  
Boone NC 28607  
(828) 264-3521

2375 Hwy 163 South  
West Jefferson NC 28694  
(336) 846-2421


1889 Hwy 21 South  
Sparta NC 28675  
(336) 372-1742

Hickory NC 28602  
(828) 267-9944


434 E. Fleming Drive  
Morganton, NC 28655  
(828) 437-1344

584 E. Main Street  
Independence, VA 24348  
(276) 773-9113

STATEMENT AS OF	ACCOUNT NUMBER	CUSTOMER NAME	BALANCE OF LAST STATEMENT		
08/31/2016	12345678	JOHN H. SMITH	\$-9.13		
DATE	REFERENCE	DESCRIPTION	QUANTITY	CHARGES/CREDITS	
8/18/16	188764-Delivery	Tank 1 LP 781904 Delivery: 42.90 gals. Propane at 1500 HINES BRANCH RD 42.90 gals Propane @ \$1.999000/gal - \$85.76 Hazmat Fee - \$4.95 Virginia State Tax - \$3.90 Grayson County Tax - \$0.86	42.90	95.47	
8/18/16	Payment			-100.00	
CURRENT	30 DAYS	60 DAYS	90 DAYS	120 DAYS	TOTAL AMOUNT DUE NOW
0.00	0.00	0.00	0.00	0.00	\$100.00 Budget

**5** **The power to change lives.** 

**Your source for innovative energy solutions is the new Blue Ridge Energy.**  
In the coming months, we'll expand our offerings to give you more ways to improve your life. We believe the future is bright, and as Blue Ridge Energy, we want to take you there.


[BlueRidgeEnergies.com](http://BlueRidgeEnergies.com) | Facebook 

See updated contact information


PLEASE RETURN THIS PORTION WITH YOUR REMITTANCE

ACCOUNT NUMBER	STATEMENT DATE
12345678	08/31/2016
AMOUNT DUE	AMOUNT ENCLOSED
\$100.00 Budget	

4188886-4-1 1 2 \*\*\*\*\*AUTO\*\*MIXED AADC 270



JOHN H. SMITH  
123 EVERY STREET  
HOMETOWN, NC 24326-2568



BLUE RIDGE ENERGIES, LLC  
PO BOX 2008  
LENOIR NC 28645-2008

00343628540000000000000000000000

- 1** Blue Ridge Energies contact information  
*Local offices, showrooms, addresses and phone numbers*
- 2** Your account number  
*You will need this if you call or go on our website for more information about your statement.*
- 3** Activity for the prior month  
*Including deliveries, payments, etc.*
- 4** Amount due as of this statement date
- 5** Helpful messages for you
- 6** Your basic statement information  
*Return this stub with your payment to ensure proper credit.*
- 7** Office Use Only

Make sure to check out what's new on the back, too! 

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### Help Us Expand Our Circle of Friends or Refer a Friend

If you're an existing Blue Ridge Energies customer, refer a new propane customer\* to us and we will credit your account \$50!

*\*Eligible customers must have a minimum 200 gallon tank capacity. Other terms and conditions may apply.*

#### METHODS OF PAYING BILLS

**Bank or Credit Card Draft** - With these convenient methods of paying your bill, the bank deducts the amount of your bill from your checking account, savings account or credit card, and then credits that amount to Blue Ridge Energies. We accept Visa®, MasterCard®, and Discover®.

**Pay by Phone** - Simply call your local office and follow the prompts to process your payment by phone.

**Pay Online** - Go to "Manage My Account" at [www.blueridgeenergies.com](http://www.blueridgeenergies.com) to pay online.

**Other Ways** - To avoid long lines inside the office and at the drive-through, we encourage you to use these convenient ways to make your payment:

- Use the envelope we provide to mail your check
- Use a credit card or a debit card
- Use the night deposit box available at each Blue Ridge Electric district office

#### 24-HOUR SERVICE

Around the clock service is available at all of our locations. If you need to come in to the office, our hours are from 8:30 a.m. to 5 p.m. Monday- Friday.

#### SHOWROOM

**Fireplace Products, Water Heaters, and More!** - We carry quality, name brand fireplace products and gas heaters which we install and service for our customers. We invite you to visit one of our showrooms located in our customer service offices in Lenoir, Morganton, Boone, West Jefferson, Sparta and Independence to browse through a full selection of gas inserts, gas logs, wall heaters, water heaters, generators and more!

#### PROGRAMS

**Budget Billing** - Under this plan, your payments are the same every month, except for one month when we "even out" your account. Your payments are based on the amount of fuel used the previous year. In addition, you can set up a Budget Billing payment plan with a Bank or Credit Card Draft account.

**Senior Citizens** - If you're at least 65, you can receive a special price on your propane and heating fuels from Blue Ridge Energies.

**E-Bill** - With the convenience of e-statements and e-invoice, you will receive your bill more timely without delays. Simply contact your local office, provide your email address, and we will set up your account to begin receiving electronic statements by email. Invoices billed through our office for service calls or other charges can be received by e-invoice also.

#### Online Account Features:

- Pay online by credit card (Visa®, MasterCard® or Discover®)
- Place a service or delivery order
- View your account history
- Check your balance

Access your account online by logging onto our website, [www.BlueRidgeEnergies.com](http://www.BlueRidgeEnergies.com) and selecting "Manage My Account" located at the top right section of our home page.

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If your address or phone number has changed, please print your NEW address or phone number here:

Address (Street number and name, or P.O. box number)

City State Zip

New telephone number

Please contact me regarding:

- Bank Draft or Credit Card     Budget Billing     E-invoice  
 Delivery options     Gas logs/fireplaces     Water Heaters

#### PAYMENT OPTIONS



- Online @ [BlueRidgeEnergies.com](http://BlueRidgeEnergies.com)
- Bank Draft/Credit Card Draft
- Office
- Mail
- By Phone 24/7

There will be a \$25 charge for returned checks/drafts for insufficient funds.

[www.BlueRidgeEnergies.com](http://www.BlueRidgeEnergies.com)

In accordance with North Carolina Utilities Commission requirements, we hereby inform you that Blue Ridge Electric Membership Corporation and its subsidiary operate under a Code of Conduct. Subsidiary products and services provided are also available from non-subsidiary suppliers on a competitive basis.

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More helpful information  
*Look for special monthly messages*

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Ways to pay

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Ways to save and manage your account  
*\*Be sure to check out the new customer portal at [BlueRidgeEnergies.com](http://BlueRidgeEnergies.com)*

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Fill this out and return if you have changes to personal information so we can provide the best customer service

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Payment options  
*At a glance*