

Maine Island Energy

180 North Road
Chebeague Island, Maine 04017
Tel: (207) 808-3222
Email: maineislandenergy@gmail.com



Serving the islands of Casco Bay

Happy Spring, Bustins Islanders!

All of us at Maine Island Energy are very grateful to have been invited to Bustins Island to provide you with propane and propane services. We had a lot of fun servicing your island last year. Your community is unique and a true pleasure to work with!

We look forward to beginning deliveries in the first week of May. Please call our office at (207) 808-3222 or email maineislandenergy@gmail.com to arrange delivery. You will see Lucas Phipps' smiling face delivering propane and upgrading systems on Bustins at least twice weekly throughout the summer months. Pete Pellerin, the owner of MIE, will also be frequenting Bustins this year to assist with upgrades and familiarize himself with your wonderful community. Our very reliable truck driver, Jay Soule, will also be on Bustins to assist with deliveries occasionally this summer.

We are happy to announce that our propane tank delivery prices have not increased this year. The cost to deliver a 100lbs propane tank is still \$185.

We would like to speak with any of you who are ready to upgrade your system for safety purposes. We have heard from many of you already and we appreciate your communication. The upgrades will be an ongoing process that will help make the whole island safe.

Here are some details regarding safety requirements and upgrades:

- Stable base is required (stone or composite material; wood is not safe and not to code)
- New regulator to replace outdated regulators (new regulators will last 15 years)
- Secure lines from tank to appliance
- Lines may also need to be replaced or reconnected to appliance
- Note: tanks are perfectly safe and to code when situated next to your home. These tanks have been placed by a professional and are considered to code as long as bases & updated regulators are in place. Please consult with Maine Island Energy before relocating our tanks. Thank you!
- **Special Upgrade Package which includes labor, new regulator & composite base: \$300**
- Some unique situations may require additional material & labor. Please call for an assessment.
- Please call (207) 808-3222 or email maineislandenergy@gmail.com for more info or to schedule your upgrade today!

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Many of you will recognize Lindy's friendly voice when you call our office. We'd love to make sure all of your accounts are up-to-date and ready to go for the season. Here are some changes you may need or want to make on your account:

- Many of you have already signed up for AUTOPAY and have enjoyed the convenience of this easy payment method. If you haven't signed up and would like to, please give us a call!
- Also, as your credit cards may have expired or changed, please call us with new card information.
- We love to save trees (and time!) by emailing invoices, news and correspondence. If your email address has changed, let us know. Also, ensure sure you've added our email address as a contact so that our emails to not get filtered as spam. Our current email address is maineislandenergy@gmail.com
- **Beginning in early April, MIE will have a new website!** This website will have lots of helpful safety tips and information about our company. You can request services or delivery directly from the website. You will also be able to login to your own personal account and pay bills! The website URL is www.maineislandenergy.com. You will be able to login to your personal account directly at myaccount.maineislandenergy.com. **Look for an email announcement from us when this new site is up and running, which should be early April.**
- If you haven't already, please Like us on Facebook! We post news and promotions on our page regularly, as well as fun photos, facts, and updates. You can also reach out to us on Facebook by sending us a message. We love to read customer reviews! If you get a chance, let us know how we're doing by leaving a review on our Facebook page. Thank you! Here's a link to our page: <https://www.facebook.com/maineislandenergy/>

In conclusion, we look forward to continually improving our customer service on Bustins and working hard to keep you safe and to keep prices stable. Please let us know how we can help you! Thank you for your business. See you soon!

Sincerely,

The Team at Maine Island Energy

Pete Pellerin – *Owner & Operations*
Becca Pellerin – *Finance & Marketing*
Jay Soule – *Delivery Technician*
Lindy Howe – *Office Manager*
Lucas Phipps – *Field Technician*