

**Questions Answered Regarding Columbia Fuels' Newest Offering:
Shell Thermo Eco-Ultra™**

1. What is Shell Thermo Eco-Ultra™?

Shell Thermo Eco-Ultra™ is Shell's most advanced heating oil. It is a combination of ultra low sulphur diesel and an innovative additive that will keep your heating system cleaner and running more efficiently.

2. How does Eco-Ultra™ work?

Eco-Ultra™ is designed to prevent soot formation and contains a corrosion inhibitor to protect the metal parts of your heating system. This can reduce maintenance – keeping important equipment at peak operational performance.

3. I'm currently a Platinum Plus customer with Columbia Fuels, what does this mean for me?

As a Platinum Plus customer, you have been automatically switched from our previous additive to the new Eco-Ultra™. You will continue to receive the \$700 tank replacement warranty and annual testing of your tank. Best of all, your pricing for this new product is the same. Our Platinum Plus customers were paying 8.0¢ per litre extra, which has not changed with Eco-Ultra™, you remain at 8.0¢ per litre extra.

4. What about Columbia Plus customers?

Columbia Plus customers have automatically been switched to Eco-Ultra™ as well. If you are a Columbia Plus customer, your pricing will remain the same for Eco-Ultra™ at 3.5¢ per litre extra.

5. What if I don't want Shell Thermo Eco-Ultra™?

If you wish to discontinue Eco-Ultra™, simply call your local Columbia Fuels office and our customer service staff will be happy to assist you. Participating in the Eco-Ultra™ program is completely optional for our customers.

6. Do I need to upgrade my current heating equipment to facilitate Eco-Ultra™?

Not at all; Eco-Ultra™ is compatible with any age heating oil system and all heating oil storage tanks. It can also be mixed with standard heating oil, so there's no need to drain your tank. Eco-Ultra™ does produce better results when it's the only product in your tank.

7. Why did Columbia Fuels choose Eco-Ultra™?

Here at Columbia Fuels, we are always searching for a better product that will have real benefits for our customers. Shell Thermo Eco-Ultra™ is that product. It is more effective at preventing soot formation which results in more efficient combustion through fewer deposits and less maintenance and longer heating system life.

8. Is Eco-Ultra™ available for stove oil customers?

Shell Thermo Eco-Ultra™ is not available to our stove oil customers. Any stove oil customers participating in either the Platinum Plus or Columbia Plus programs will remain with those programs, so there will be no change to stove oil accounts.

