

FROM OUR CEO

When It Mattered Most, We Delivered

Is anyone disappointed that Winter is off the calendar and we are deep into Spring? This Winter has been one for the ages. We had deep prolonged cold, starting in December and going straight through February and it appears March is colder than March 2025. The extended steady cold built off of a colder winter in 2024-2025 after several years of warmer than normal Winters. Bring on the Warmth!



As many of you may know, our Team had many challenges, but I am proud to say that we worked hard, 24/7 to serve your energy needs. Three very relevant accomplishments that we know were unique for our company and the Team created a lot of support at the highest level possible. One instance was our ability to respond to our call-in customers who needed fuel. Most days we could deliver within three to four days. We have confirmation that our competitors could not deliver for up to three or more weeks. Being on automatic delivery puts all of that responsibility on us at no extra charge. Also, we know that because of our vast inventory capacity, unlike any of our competitors locally, we never had concerns accessing energy resources when other companies were low or empty at times. And then finally, due to our significant supply on-hand and well-prepared Team, we were able to step in and assist other local and distant industry competitors so they could keep their customers safe and warm. This type of infrastructure and ability to respond when the supply chain is stressed, cannot just happen without a solid Team of outstanding Employee-Owners who take their commitment to serve personally! We acknowledge we may have stumbled at times, but I know we did all we could to proactively correct any missteps. Our Team truly appreciated the multiple emails, phone calls and letters thanking them for serving. I couldn't be prouder.

Finally, I want to THANK YOU!!!! Our awesome customers shoveled paths, salted sidewalks, marked fill pipes and for understanding why we decided to not return to every property with a delivery ticket. This was all about the safety of our drivers so they could keep serving our customers and keeping themselves healthy. For your information, in the month of January we had two drivers hurt while delivering and in February we had ZERO driver incidents when we temporarily paused returning tickets to the property. We are grateful for your understanding.

In closing, at the time of this writing, we are facing a war in the Gulf. I could write an entirely different article about that situation. I hope this will be resolved by the time you receive this letter. Regardless though, this is a perfect example of why you should consider our price protection plans. You take the risk out of the unknown and can rest assured that your future energy costs will be capped, unlike other energy sources.

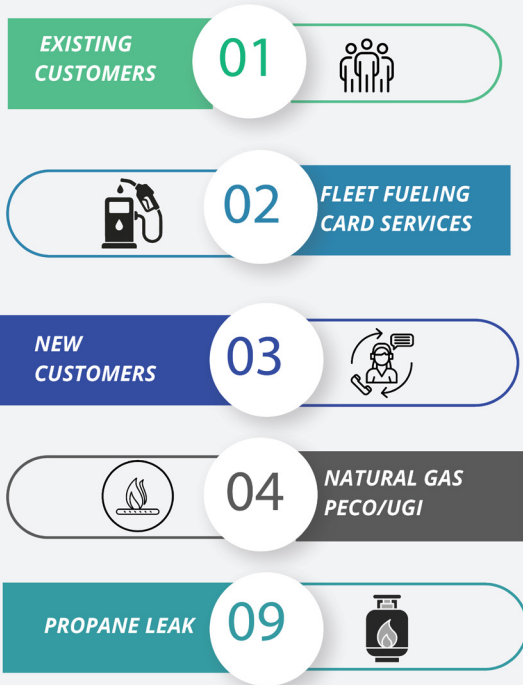
On behalf of the Rhoads Energy Family and our Employee-Owners, thank you for your business.


Michael DeBerdine III, CEO

Calling Us Is About to Get Easier

NEW PHONE SYSTEM COMING SOON

We're making improvements to our phone system so you can reach the help you need, faster, with fewer prompts and a simpler menu. You'll still be able to press "0" to leave a voicemail anytime, and for your safety, the propane emergency option (#9) will always be the first prompt.



Leading the Way at NPGA

Our team is heading to the National Propane Gas Association's Propane Expo to stay ahead of the latest technology, safety standards, and industry trends.

"We're committed to staying progressive so we can better serve our customers."

Nate DeBerdine,
Director of Propane & Transport

Follow along on our social channels for updates—including a first look at one of our newest vehicles!



UNDERSTANDING TODAY'S ENERGY MARKET

What's Driving Fuel Prices—and How You Can Stay in Control

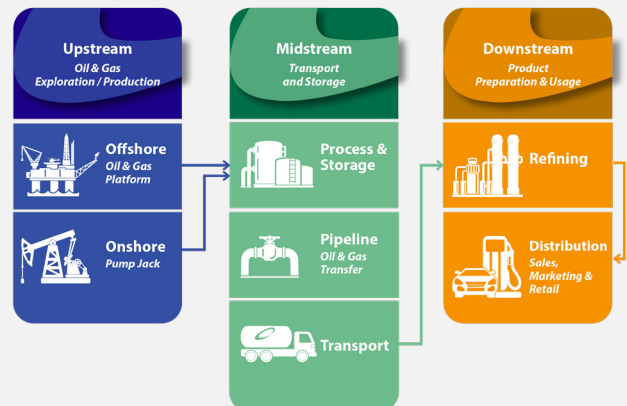
Energy markets are experiencing volatility due to three key factors:

Conflict in the Middle East - Ongoing tensions involving the U.S., Israel, and Iran have disrupted global oil markets.

The **Strait of Hormuz** - Nearly 20% of the world's oil flows through this region. Any disruption significantly impacts supply and pricing.

Seasonal Fuel Changes - Refineries are transitioning to "summer-blend" gasoline, which costs more to produce but is required by law to reduce smog during warmer months—typically adding **\$0.10–\$0.15** per gallon.

Below is a summary of the supply chain. For reference, Rhoads is considered your downstream distributor, the final stop before it hits you, the consumer. We too are experiencing the same uncertainty and concerns as you.



WAYS TO MANAGE YOUR ENERGY COSTS

We take our role seriously, as you have placed your trust in Rhoads to help navigate through times such as this. Below are some real options that, as a Rhoads Energy customer, you can use to lower or control your costs.

- » **Loyalty Points**
Earn points with every delivery—often enough to save \$0.05–\$0.10 per gallon or cover CAP enrollment fees.
- » **CAP Price Protection Plans**
Lock in a maximum price for peace of mind. If prices drop, you still get the lower rate.
- » **Bundle Up Budget Program**
Spread costs over 12 months with no enrollment fee. Combine fuel, CAP, and service plans into one predictable payment—plus earn rewards.
- » **Best Value: CAP + Budget Plan**
Know your maximum cost for the year while keeping payments manageable.

While markets can change quickly, recovery takes time. That's why we offer programs designed to protect and support you.

Thank you for your continued trust in Rhoads Energy.

Questions about CAP or Budget Plans?

Call us at **717-820-9593** or **1-800-673-2423**



BEAT THE FIRST HEATWAVE...

Schedule Your Preventative Cooling Tune-Up

The first real hot spell of summer is when air conditioners work their hardest—and when many systems fail. In fact, most AC breakdowns happen during the first stretch of high temperatures, when systems that sat idle all winter suddenly have to run nonstop.

A preventative cooling tune-up now helps your system start the season strong. During our **19-point annual maintenance visit**, our technicians inspect key components, check refrigerant levels, clean critical parts, and make sure your system is running safely and efficiently.

Regular maintenance can lower cooling costs by up to 10% and help prevent unexpected breakdowns—keeping your home comfortable when temperatures rise.

Want to make it even easier? Rhoads Air Service Plans include your annual maintenance, priority emergency service, and repair discounts—so your system stays ready for whatever the season brings.

Schedule now before the summer rush. Call us at **717-820-9593** or **1-800-673-2423** or go to www.RhoadsAir.com/contact/

PROPANE POWERS OUTDOOR LIVING

Smart Ways to Use Propane at Home

From backyard gatherings to outdoor dining areas, propane makes it easy to extend comfort beyond the walls of your home or business. Clean-burning and efficient, propane fuels many of the outdoor features people rely on all summer long.

POPULAR PROPANE USES

Grilling & Outdoor Kitchens

Propane grills heat quickly and offer precise temperature control. Many homeowners are also adding outdoor kitchens with propane cooktops, pizza ovens, and side burners.

Fire Pits & Patio Comfort

Propane fire pits create instant ambiance without smoke or ash cleanup. Patio heaters powered by propane help extend outdoor gatherings well into the evening.

Pool & Spa Heating

Propane pool heaters warm water quickly so families and businesses can enjoy pools earlier in spring and later into fall.

Backup Power

Propane generators provide dependable energy during outages, helping keep lights, refrigeration, and essential systems running.



DID YOU KNOW?

5 WAYS PEOPLE USE PROPANE

- 1 Outdoor fire pits and fireplaces
- 2 Backyard pizza ovens
- 3 Backup generators during outages
- 4 Commercial landscaping equipment
- 5 Patio heaters for outdoor dining

PROPANE SAFETY REMINDERS



- Keep grills on a level surface at least five feet from buildings
- Transport propane cylinders upright in a trunk, truck bed, or cargo area
- Never store or use propane cylinders in enclosed spaces

If you smell propane's "rotten egg" odor, leave immediately—avoid switches and open flames. Call 911 and your propane supplier. Do not return until emergency personnel say it's safe.

PROTECT YOUR COMFORT—AND YOUR EQUIPMENT

Service Plans That Do More

A service plan from **Rhoads Air** is the simplest way to stay ahead of breakdowns, control repair costs, and keep your system running efficiently year-round.

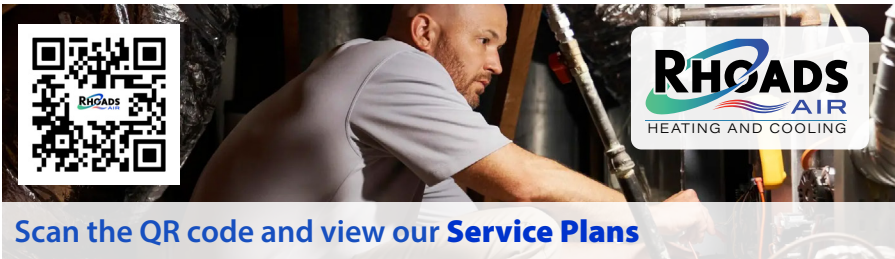
With annual preventive maintenance, priority emergency service, and discounts on parts and labor, our plans are designed to give you peace of mind—no matter the season. Whether you rely on heating oil, propane, or cooling systems, we have options to fit your home and equipment.

WHAT'S INCLUDED:

- ✓ Annual preventive maintenance to keep systems running efficiently
- ✓ Priority service when you need it most
- ✓ Discounts on parts, labor, and service visits
- ✓ Coverage options for heating, cooling, and water heating systems

NEW FOR HEATING OIL CUSTOMERS:

Our plans now include an Oil Tank Replacement Discount, to help offset one of the most important—and often unexpected—home energy expenses. Don't wait until there's an issue—act now and protect your home.



SHARE YOUR THOUGHTS

WIN A \$100 AMEX CARD TELL US HOW WE'RE DOING

We want to hear from you! Our 2026 Home Comfort Survey is now open, and your feedback helps us continue to improve how we serve you. It only takes a few minutes to complete, and as a thank-you, you'll be entered for a chance to win one of five \$100 American Express gift cards.

Your input truly makes a difference—helping us better understand what matters most to you and how we can deliver an even better experience.

Take the quick survey today.
Entries close **April 30, 2026**.
Winners will be notified on **May 1, 2026**.

**TAKE THE 3-MINUTE SURVEY
SCAN QR CODE OR CLICK HERE**



RHODS IN THE COMMUNITY

In the coming months, our team will be out in the community for a wide variety of charitable events, festivals, and more. Come join us!

APRIL

- PA Dutch Council – Scouting America, Scout Reach Breakfast - Lancaster/Lebanon
- Big Brothers, Big Sisters of Berks County Bowl For Kids Sake - Berks County

MAY

PROPANE DAYS AT G.R. MITCHELL

Join us on **May 2 and 3** for \$5 propane tank refills at **G.R. Mitchell, 14 Beaver Valley Pike** in Willow Street!



- Lancaster County United Way Trike Race
- Girls on The Run: Spring 5K
- Mother's Day Make-A-Wish Truck Convoy
- Lebanon Valley Chamber of Commerce Military Appreciation Breakfast

JUNE

- East Bradford Township: Trailblazer 5K Run
- Water Street Rescue Mission Top-Chef

JULY

- Parkesburg Historical Society 250th Anniversary of American Community Celebration - Chester County

AUGUST

- North East Chamber of Commerce, 2nd Friday - Maryland

SEPTEMBER

- Boyertown Oktoberfest - Montgomery/Berks
- Solanco & Fair & Parade
- Oley Fair
- Port Deposit Chamber – Pirate Block Party - Maryland





BREATH EASY THIS SPRING

Say goodbye to dust, germs, and allergens in your home.

The **Air Scrubber** from Rhoads Air connects directly to your HVAC system to reduce airborne and surface contaminants—helping improve air quality, system efficiency, and overall comfort.

Take \$100 OFF your Air Scrubber installation.

UPGRADE YOUR COMFORT

Limited-time savings on high-efficiency Lennox systems



Save on a new home comfort system and choose the offer that fits your budget:

- 1 Get up to **\$1,800** in rebates on a Lennox Ultimate Comfort System™
- 2 Or enjoy **0%** financing with no payments for 12 months*
- 3 Best of both:
\$1,400 in rebates + **0%** financing

Find out more at www.RhoadsAir.com

*With approved credit. Terms apply.

ROOM-BY-ROOM COMFORT, PROFESSIONALLY INSTALLED

Mini-Splits offer a flexible solution for homes without ductwork, or rooms that don't heat or cool properly.

Installed by the trusted team at **Rhoads Air**, these systems are quiet, efficient, and easy to add—giving you comfort exactly where you need it most.

Starting as low as \$79/month*



*Based on approved credit. Terms apply.

CLAIM YOUR SAVINGS TODAY—SCHEDULE YOUR FREE ESTIMATE.

Call **1-800-673-2423** or visit www.RhoadsAir.com

GIVE OUR TEAM A SHOUT OUT ...



A Google review helps others choose with confidence.



REFER-A-FRIEND



\$50 BONUS when you REFER-A-FRIEND to Rhoads Energy

Refer a friend and earn a \$50 credit when they enroll as a new automatic delivery customer for Heating Oil or Propane. No limit—get \$50 for every referral!

Scan the QR code to get started.



www.RhoadsEnergy.com • www.RhoadsAir.com
1.800.673.2423 • info@RhoadsEnergy.com