

Q&A

Learn more about Seacoast Energy
Solutions joining Colby & Gale



Effective 8/22/2021



COLBY & GALE

Damariscotta / Boothbay

Q&A

To help answer questions you may have about Seacoast Energy Solutions joining Colby & Gale, Inc., we have put together this Q&A for you. If at any time you have additional questions, please do not hesitate to contact us at **(207) 563-3414** and we will be happy to help.

 **Who is Colby & Gale?**

Established in 1946 and with locations in Damariscotta and Boothbay, Colby & Gale is a locally-owned, family-run business, founded on the ideals of outstanding service and community responsibility. We offer large-scale support and supply without compromising our commitment to high-quality service.

When will the sale be completed?

The sale of Seacoast Energy Solutions to Colby & Gale has been finalized.

Will the Seacoast Energy Solutions office remain open?

Yes, the Seacoast Energy Solutions office at 632 US Route 1 in Newcastle will remain open.

Will the phone number change?

You can still reach Seacoast Energy Solutions at (207) 563-7188.

If I have questions, who can I speak with?

Please call Seacoast Energy Solutions at (207) 563-7188.

Will there be staff changes?

The team at Seacoast Energy Solutions will be joining Colby & Gale.

Will my account number change?

After our software integration is completed you will receive Colby & Gale invoices and statements with your new account number on them. Until that time you will continue to receive Seacoast Energy Solution's invoices and statements showing your existing account number.

How do I schedule a fuel delivery?

By calling Seacoast Energy Solutions at (207) 563-7188.

Who will be making my deliveries?

Seacoast Energy Solutions' drivers will become part of the Colby & Gale team, so there's a good chance you might see a familiar face delivering to your location in a Colby & Gale truck.

Will my delivery arrangement change?

If you are currently on automatic delivery, we will continue to deliver automatically. If you are accustomed to calling when you need a delivery, please contact the Seacoast Energy Solutions' office at (207) 563-7188 as you normally would.

Can I order my delivery online?

If you typically schedule a delivery over-the-phone, please continue to do so by calling Seacoast Energy Solutions at (207) 563-7188. If you use the SES online portal please continue to do so for now.

When our systems are fully-integrated, you will receive Colby & Gale invoices and statements with your NEW account number on them. You can then use your new account number to set-up a Colby & Gale account where you can easily order fuel, check your account or pay a bill online.

Will Colby & Gale honor my Price Protection Plans?

Yes, we will uphold your current Price Protection Plan through the end of its contract. At that time we will contact you with plan options which will be similar to those you have enjoyed in the past.

What if I need to schedule service work or an annual tune-up on my heating system?

Please continue to request heating system service by calling (207) 563-7188.

Will Colby & Gale honor my Service Plan?

Yes, we will uphold your current Service Plan through the end of its contract. At that time we will contact you with plan options.

Who do I make checks payable to?

Please make your check payable to Seacoast Energy Solutions and your payment will be properly applied to the amount you owe.

Where will I pay my bill?

You have several options for paying your bill which include:



- Mail your payment to Seacoast Energy Solutions
632 US Route 1, PO Box 448
Newcastle, ME 04553
- Stop by the Seacoast Energy Solutions office in Newcastle
- Continue to use Seacoast Energy Solutions online portal

When our systems are fully-integrated, you will receive Colby & Gale invoices and statements with your NEW account number on them. You can then use your new account number to set-up a Colby & Gale online account where you can order fuel, review the history of your account or pay a bill.

Other questions?

Colby & Gale wants to ensure that you feel at home with us. If you have additional questions please give us a call at (207) 563-3414. You can also learn more about C&G by visiting colbyandgale.com.

— We look forward to continuing to serve your heating needs.