

DestwinTM Fuel Dealer Solution



**Mission Critical Tools
For The Energy Business**



What is the Destwin Fuel Dealer Solution™?

The Destwin Fuel Dealer Solution™ is an award-winning electronic business system designed to meet the needs of today's Energy Marketers. The Destwin Fuel Dealer Solution™ integrates data from your back-office computer system, the energy commodity markets and your existing company website. This integration provides a unique and powerful platform for delivering products and services to your customers in realtime. The Destwin Fuel Dealer Solution™ also includes a comprehensive set of mission critical management tools that enhance the productivity of your staff, increase the efficiency of your operations, reduce your exposure to risk, and enhance your ability to market your products and services.

What Can The Destwin Fuel Dealer Solution™ Do For Me?

- Reduce operating costs and improve operating efficiency by eliminating manual data entry and providing your staff with the information necessary to do their jobs quickly and effectively.
- Increase customer satisfaction by enabling you to provide enhanced product offerings and by improving communication between you and your customers.
- Provide a toolset to increase customer retention, including customer loyalty programs, dynamic pricing based on customer profiles, and customer management tools for your sales staff.
- Provides marketing and sales tools needed to implement innovative marketing and sales programs and strategies.
- Provide risk management tools to reduce the margin risk associated with hedging energy products.
- Generate financial and other reports that enhance your ability to manage your business, help establish credit and vendor relationships, and assist in meeting regulatory compliance reporting requirements.
- Provide advanced analysis tools allowing you to project a P&L based on actual and anticipated sales, and model the effect of changes in both the supply and demand side of your business to see the effect on your bottom line.



Destwin Fuel Dealer Solution™ is designed to interface with all popular energy back-office systems, such as:

- | | | | |
|-----------------------------|--------------------|-----------------|------------------|
| • ADDS, ADD Energy | • Blue Cow, Ignite | • Versyss | • K-Systems |
| • Automated Wireless, E-SYS | • Infosys | • FDMS | • Great Plains |
| • Marketline, Total Energy | • ProPac | • Cargas Energy | • SMS |
| • ADDS, Sunrise | • Symat | • Factor | • Taurus Systems |

Note: Destwin is continually developing new interfaces, please visit our website for current compatibility information



Enhance your website with the most powerful customer data portal ever developed for the energy business

Advanced Customer Data Portal

Customers can log on, access vital information about their account, freeing up staff from answering basic questions. **Benefit:** Staff load is typically reduced by as much as 20%.

Online Program Enrollment

Customers can enroll in programs, sign up for service, budget and price plans.

Powerful Customer Retention Tools

We think getting new customers is great, but retaining existing customers is even more important. The Destwin Fuel Dealer Solution™ ensures your customers stick around for the long haul. Enhance customer retention with our Customer Loyalty / Rewards Module, Integrated E-Blast Utility, Coupon System and the ability to offer promotional pricing on a selective basis.

Benefit: Your customer list is your most valuable asset. Retain customers and build stronger brand loyalty with the Destwin Fuel Dealer Solution™.

Online Will-Call Ordering

Customers can order fuel on-line. **Benefit:** 24/7 access, coupons and promotional pricing options available

Paperless Statements

Statements and invoices can be sent by email in a standard file format, or displayed online. **Benefit:** Reduced postage, forms and labor cost. Faster delivery and improved cash flow.

Online Bill Pay

Customers can pay bills by credit card or e-check (ACH) 24/7 and do business with you on *their* schedule. Payments can be batch posted to your back office system saving time. **Benefit:** Credit card payment call traffic is reduced by 80%, cash flow is dramatically improved, customers are happy.

Online Tune-up Scheduler

Customers can go online 24/7 and book a tune-up at their convenience. **Benefit:** Staff time is reduced and technician utilization is improved by effective resource management.

Test User Information - Mozilla Firefox
https://info.testsite.com/user_records

BWI ENERGY HOME ENERGY SERVICES

Summary My Deliveries My Service Plans My Transactions My Price Plans
 Home Make A Payment Price Plans Change Password Log Out

Displaying Account Information For: John Doe

Now Available. Paperless Statements!
 In our ongoing effort to Go-Green, you now have the option of receiving statements and invoices by e-mail (Starting June 1st) Paperless statements will be sent in the popular Adobe Acrobat format. To sign up for paperless statements, [CLICK HERE](#)

Account	98128
Customer Name	John Doe
Account Balance	\$0.00
Budget Amount Due	\$0.00
Last Payment Date	04/15/2010
Last Payment Amount	\$512.22
Tank Capacity	520.00 gallons
Approximate Annual Usage	1296.00 gallons
Electronic Gauge Actual In-Tank Volume	173.58 gallons
Info Last Updated	08/02/2010 01:07:30

Done

Loyalty Points Redemption - Windows Internet Explorer
<https://myaccount.bwi.com>

BWI ENERGY HOME ENERGY SERVICES

Summary My Deliveries My Service Plans My Transactions My Price Plans
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Total Points Earned To Date: 5,000

Product or Service	Description	Points Value	Apply Points
	High Efficiency Heating & Cooling Equipment (click for more info) Apply to any future purchase of high efficiency heating and cooling equipment from major name brands such as Carrier, ThermoPride and many others will provide years of savings and improved reliability	\$40.00	Apply Points
	Standard Service Plan (click for more info) This service plan provides comprehensive coverage of most major heating components. It also provides a comprehensive 24 hour support plan as well as an all-inclusive annual energy efficiency tune-up	1 month FREE extension	Apply Points
	Advanced Service Plan (click for more info)		

Done Internet | Protected Mode: Off 100%

Contract Price Protection, Done Right

Customers or Customer Service Agents can create price protection plans anytime over the internet, over the phone, or in person. A live CME Globex™ data feed is included with the Destwin Fuel Dealer Solution™ and is used to provide live indexing for Heating Oil, Natural Gas, Electricity and Motor Fuels. Propane indexed pricing is also available.

Take Control Of Your Contracts

- *Contracts done over the internet, telephone or in person are completed on-the-spot, eliminating commitment delay risk.*
- When market prices spike, the system reacts instantly, fully protecting your margins. If they fall, you can automatically (or manually) adjust prices downward at your discretion.
- Dramatically reduce and balance customer call traffic by selling contracts throughout the year.
- Reduce hedging risk by closely synchronizing sales and purchases in smaller increments.
- Optimize margins by making “mid-course corrections” throughout the year.
- Insulate your company from competitors with constantly changing prices and contracts that expire at different times.
- Increase profit with customer profile pricing rules. (See our Margin Matrix Below)

Destwin Margin Matrix™

In the past, many petroleum marketers have been forced to offer price protection to their entire customer base for the same price. Big users, small users, far away locations, bad credit, all the same price? Doesn't make sense. The Destwin Margin Matrix is a powerful tool used to calculate customer contract pricing. Using our live data feeds, customer pricing is calculated in real-time and can be optimized based on uploaded customer profile information.

Bottom Line: This feature often pays for the Destwin system by itself.

Test User Information - Mozilla Firefox
https://info.testsite.com/user_records

BWI ENERGY
HOME ENERGY SERVICES

Summary My Deliveries My Service Plans My Transactions My Price Plans
Home Make A Payment Price Plans Change Password Log Out

Displaying Account Information For: Joe Doe

Plan	Available Pricing Options	Capped at	Fee / gal
SmartCap™	Pre-payment (Best Price)	\$2.90 ⁹	\$0.25
	12 Payments with service plan	\$2.95 ⁹	\$0.25
	12 Payments	\$2.95 ⁹	\$0.25
	Pay as delivered	\$3.00 ⁹	\$0.25

Next Step

This Plan is strongly RECOMMENDED!

This plan provides an opportunity for you to protect your heating oil purchases from increases, while also providing the benefit of lower prices should market rates fall. By choosing the SmartCap Plan, you will know in advance the highest price you will pay for your UltraBio⁴™ heating oil.

- Now available with a Pre-Payment discount!
- This plan covers a fixed quantity of gallons, up to one year of estimated usage
- SmartCap Plan is protected by a NYMEX commodity option, that works like "insurance" to protect you no matter if heating oil prices go up or down!
- Available with a 12 month budget payment plan (can also include your service plan cost)

Destwin Price Protection - Mozilla Firefox
https://info.testsite.com/user_records

North American Energy Company
123 Main St. Anywhere, USA 01234

Go Back

Account Number	98128	Program Terms
Purchaser Delivery Address	John Doe 125 Maple St Anywhere USA	Plan
		Rate Per Gal not to exceed
		Fee Per Gal.
		Maximum Purchase
Authorization Date	08/02/2010	STEP 1: Contract Gallons
Start Date	08/02/2010	Enter your desired annual gallons and press 'Next'
End Date	08/01/2011	1000 Next
		Program Fee
		Total Amount Due Now

STEP 2: What type of payment plan do you prefer?

Description	Service Plan Cost	Price Per Gal.	Payment Amount	Amount Due Now
Pre-payment (Best Price)		Capped at \$2.909	n/a	\$3159.00
12 Payments with service plan	\$1849.40	Capped at \$2.959	\$494.49	\$494.49
12 Payments		Capped at \$2.959	\$340.37	\$340.37
Pay as delivered		Capped at \$3.009	n/a	\$250.00

STEP 3: Select Payment Method
I wish to pay the amount due of \$250.00 by: eCheck

STEP 4: Enter your email address johndoe@anywhere.com Email Confirmation: johndoe@anywhere.com

Please review the Terms & Conditions below, then scroll to the bottom and check the box to agree.

The Destwin Fuel Dealer Solution™ shows you where you are today, and charts a course to a successful future

Advanced Risk Management Tools

The Destwin Fuel Dealer Solution™ combines live back-office system data with advanced risk management tools featuring Hedge Insite™ Technology. This award winning system allows energy marketers to manage and control virtually any type of energy sales program that requires supply and options hedging. More importantly, the Destwin Fuel Dealer Solution™ allows an energy marketer to forecast margins and assess risk in different market conditions. Easy to interpret graphs quickly illustrate risk and display margins in current market conditions as well as rising or falling markets.

The Destwin Fuel Dealer Solution™ enables an energy marketer to create pro-forma gross profit projections for the entire company's operations including contract and non-contract customers. The Destwin Fuel Dealer Solution™ provides the information necessary to strengthen and increase credit agreements, manage operational expense plans, and adjust to adverse weather or market conditions. These simulation and analysis tools allow management teams to create the future rather than be surprised by it.

Stop Looking In The Rear View Mirror

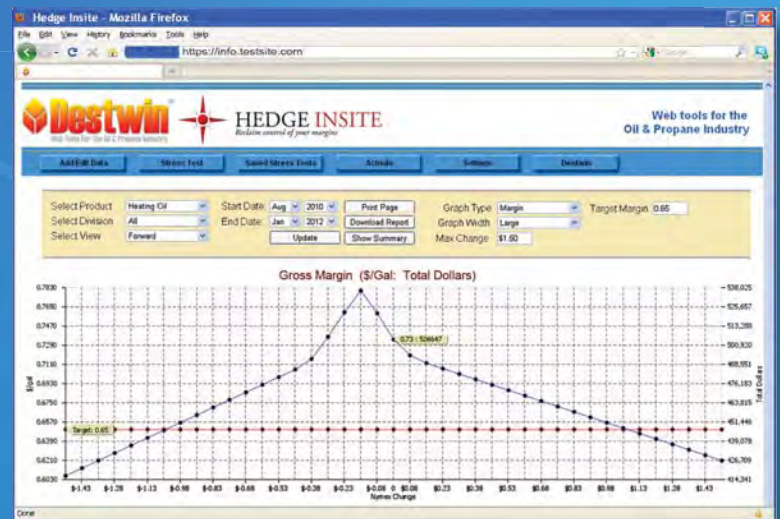
The Destwin Fuel Dealer Solution™ simulation engine is used to quickly model different hedging strategies. Here's the situation, you need to cover an exposed position...What's better for my bottom line? OTM Calls, ATM Puts, Wet Barrels, Swaps...It can get very confusing. With the Destwin Fuel Dealer Solution™ you can simply test each strategy and see immediately what the margin and risk result would be.

The Bottom Line

Know your margins, eliminate risk, take control of your company. The Destwin Fuel Dealer Solution™ gives you the tools to do just that.

Guiding The Way

When you can see what's ahead, it's easy to steer around danger. Let the Destwin Fuel Dealer Solution™ guide your vision.



Intuitive graphs and tables display vital information and quickly illustrate risk profiles. More importantly, many of the tools provided by the Destwin Fuel Dealer Solution™ are "forward looking" meaning they show you where you are going, not just where you have been.

Hedge Intel - Hedwin Fuel Dealer Solution

Get, Get, Get! History, Journals, Data, Info

<https://beta.destwin.com/HedgeGate>

HEDGE INTELS

Reducing impact of price margins

Web tools for the Oil & Propane Industry

Delivery Month	July 2010	August 2010	September 2010	October 2010	November 2010	December 2010	January 2011	February 2011	March 2011	April 2011	May 2011	Totals	Unit Sales of Sales
Projected Basic Cost	\$2,045.00	\$2,180.00	\$2,254.00	\$2,240.00	\$2,272.00	\$2,297.00	\$2,327.00	\$2,351.00	\$2,374.00	\$2,397.00	\$2,420.00		
Inventory (gallons)	0	0	0	0	0	0	0	0	0	0	0		
Beginning Inventory	0	0	0	0	0	0	0	0	0	0	0		
Net Change in Inventory	0	0	0	0	0	0	0	0	0	0	0		
Inventory Adjustment	0	0	0	0	0	0	0	0	0	0	0		
Calculated Ending Inventory	0	0	0	0	0	0	0	0	0	0	0		
Ordered Ending Inventory	0	0	0	0	0	0	0	0	0	0	0		
Ending Inventory Value	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000		
Sales (gallons)	2,105	2,105	2,105	2,105	2,105	2,105	2,105	2,105	2,105	2,105	2,105		
Current Cost	2,105	2,105	2,105	2,105	2,105	2,105	2,105	2,105	2,105	2,105	2,105		
Variable Price Sales	0	0	0	0	0	0	0	0	0	0	0		
Fixed Price Programs	9,000	9,000	11,227	15,001	24,001	28,932	41,924	38,889	29,713	11,741	5,309	220,087	
Capped Price Programs	25,020	21,263	26,875	24,793	26,826	190,339	195,927	84,260	71,653	26,020	16,140	982,405	
Total Sales	34,025	30,368	38,082	49,794	50,827	219,269	237,811	124,049	101,366	37,761	21,449	1,202,492	
Costs (gallons)	21,000	21,000	21,000	21,000	21,000	21,000	21,000	21,000	21,000	21,000	21,000		
Beginning Costs	0	0	0	0	0	0	0	0	0	0	0		
Net Change in Costs	0	0	0	0	0	0	0	0	0	0	0		
Costs Adjustment	0	0	0	0	0	0	0	0	0	0	0		
Calculated Ending Costs	0	0	0	0	0	0	0	0	0	0	0		
Ordered Ending Costs	0	0	0	0	0	0	0	0	0	0	0		
Ending Costs Value	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000		
Profit (gallons)	13,025	9,368	17,082	28,794	29,827	198,269	216,811	103,049	80,366	16,761	9,449	1,000,000	
Current Profit	13,025	9,368	17,082	28,794	29,827	198,269	216,811	103,049	80,366	16,761	9,449		
Variable Price Profit	0	0	0	0	0	0	0	0	0	0	0		
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Beginning Costs	0	0	0	0	0	0	0	0	0	0	0		
Net Change in Costs	0	0	0	0	0	0	0	0	0	0	0		
Costs Adjustment	0	0	0	0	0	0	0	0	0	0	0		
Calculated Ending Costs	0	0	0	0	0	0	0	0	0	0	0		
Ordered Ending Costs	0	0	0	0	0	0	0	0	0	0	0		
Ending Costs Value	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000		
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Net Change in Costs	0	0	0	0	0	0	0	0	0	0	0		
Costs Adjustment	0	0	0	0	0	0	0	0	0	0	0		
Calculated Ending Costs	0	0	0	0	0	0	0	0	0	0	0		
Ordered Ending Costs	0	0	0	0	0	0	0	0	0	0	0		
Ending Costs Value	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000		
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Beginning Costs	0	0	0	0	0	0	0	0	0	0	0		
Net Change in Costs	0	0	0	0	0	0	0	0	0	0	0		
Costs Adjustment	0	0	0	0	0	0	0	0	0	0	0		
Calculated Ending Costs	0	0	0	0	0	0	0	0	0	0	0		
Ordered Ending Costs	0	0	0	0	0	0	0	0	0	0	0		
Ending Costs Value	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000		
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Net Change in Costs	0	0	0	0	0	0	0	0	0	0	0		
Costs Adjustment	0	0	0	0	0	0	0	0	0	0	0		
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Ordered Ending Costs	0	0	0	0	0	0	0	0	0	0	0		
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Net Change in Costs	0	0	0	0	0	0	0	0	0	0	0		
Costs Adjustment	0	0	0	0	0	0	0	0	0	0	0		
Calculated Ending Costs	0	0	0	0	0	0	0	0	0	0	0		
Ordered Ending Costs	0	0	0										

Here's what a few energy experts had to say about the Destwin Fuel Dealer Solution™



"We work with many companies who have selected the Destwin Fuel Dealer Solution to help minimize risk in this volatile market. Destwin has allowed dealers to buy oil as they sell it and to ensure predictable margins. I strongly recommend this system to any petroleum marketer that wants the ultimate control of their marketing programs and to operate at a low risk profile."

Ray Gincavage, Global Petroleum



"Our utilization of Destwin benefits our customers by having their account information available to them 24/7. It benefits us by having real time data on payments, new account inquiries, service appointments, price contracts and hedging. I can summarize our daily activity and risk exposure in minutes, and I don't have to be in the office to do it! In today's volatile marketplace, I can't imagine any dealer NOT using this system."

Rick Bologna, Westmore Fuel



"We launched our price protection web site with Destwin two years ago. It has been a tremendous success in allowing us to display to our customers real time prices for all of our programs on a 24/7 basis. Simultaneously it makes it easy for us to properly hedge our positions, and assure our margins. The Destwin staff has been a pleasure to work with, creative in their solutions, and has an in-depth understanding of our industry that really makes this relationship effective and efficient! Those guys are great!"

Sam Gault, Gault Inc.



"Destwin is in integral part of our customer solution. We are now able to offer our customers a customized product offering and this has helped differentiate ourselves from the competition. The back end of Destwin makes managing your hedging book a snap and allows you to forecast profits using different purchasing scenarios. A very well thought out program which should become a standard in our industry. Well done!"

Robert Spiegel, SOS Fuels



"The Destwin Product has streamlined our administration of selling oil futures' products, reducing costs as well as the stress on our office staff. The Destwin program, since it continuously compiles sales and exposure, saves time and the effort we formerly spent tracking, pricing, and purchasing futures. Our customers who are 'technology' hounds appreciate that we have moved into the next century of managing our business."

Dan Dukeshire, Patten Oil Company



"This is our second year using the Destwin Program. As the customer service supervisor for Arbor Oil, Destwin has given our customers the opportunity to view our pricing programs online at their convenience. Our customers benefit by enrolling into a program when they are comfortable with the lock-in prices. From an accounting standpoint, Destwin is also an efficient time saver and paperwork reducer. We do appreciate the many benefits Destwin has to offer our company."

Gayle Paulick, Arbor Energy



"For several years, I have worked with energy marketers who have successfully deployed the Destwin Fuel Dealer Solution™. Utilizing the advanced risk management tools available in Destwin, these marketers have been successful in ensuring predictable margins and have virtually eliminated unnecessary risk. I strongly recommend this system for any petroleum marketer wishing to accomplish these goals."

Joyce Porto, Inland Fuel



"If any retailer has decided to try to construct a program and doesn't use Destwin they are missing a key element in managing their risk and leaving their company and its balance sheet unnecessarily exposed."

**Gene Guilford, President ICPA
(Independent Connecticut Petroleum Association)**

Like to see more?

Sign up for one of our weekly webinars at www.Destwin.com We will take you through a guided tour of the Destwin Fuel Dealer Solution™ and show you how your company can benefit from this revolutionary system.



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