



February 4, 2019

Athol Royalston Regional School District
P.O. Box 968
Athol, MA 01331

RE: Automatic Fuel Delivery

Dear Ms. Darcy Fernandes and School Committee Members:

It is with great concern and regret we received your phone call Friday February 1st, 2019 that the Royalston Community School had not received their automatic fuel oil delivery for January and was now out of fuel oil. I understand that this created a series of events that not only impacted the school district financially, but also created unnecessary stress for all the parents, students and faculty.

First and foremost, on behalf of my team here at Roberts Energy, I would like to personally apologize for your inconvenience. We accept full responsibility for our error and I can assure you we are taking the necessary steps to make sure this does not occur again in the future. We appreciate the opportunity to continue to service your fuel needs, at both Royalston Community and Athol High School.

We at Roberts Energy value our customers, and we are always working to improve our service. Please feel free to continue to provide feedback about our service.

Thank you for your invaluable support.

Sincerely,

A handwritten signature in black ink, appearing to read "FRANK ROBERTS", written in a cursive style.

Frank Roberts
President