Accessibility Statement

Effective Date: July 14, 2026

Our Commitment to Accessibility

Fuelco Energy LLC is committed to ensuring digital accessibility for people with disabilities. We continually improve the user experience for everyone and apply relevant accessibility standards to ensure we provide equal access to all visitors of our website, fuelcoenergy.com.

We believe that every person — client, partner, driver, or visitor — has the right to access our fuel and energy services and information online, regardless of ability. Our team actively works to increase the accessibility and usability of our website in accordance with best practices and applicable standards.

Standards We Aim to Meet

Fuelco Energy LLC aims to conform to the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, published by the World Wide Web Consortium (W3C). These guidelines explain how to make web content more accessible to people with disabilities. Conformance with these guidelines helps make the web more user-friendly for all visitors.

Measures Taken to Support Accessibility

Fuelco Energy LLC takes the following measures to ensure accessibility of our website:

- Conducting regular accessibility reviews of website content and functionality
- Using structured, semantic HTML to support screen readers and assistive technologies
- Providing sufficient color contrast between text and background elements
- Ensuring all images include descriptive alternative text
- Making all core functionality available via keyboard navigation
- Avoiding content that flashes more than three times per second
- Providing clear and consistent navigation and page structure throughout the site
- Including visible focus indicators for keyboard users

Known Limitations

While we strive to adhere to WCAG 2.1 Level AA standards, we acknowledge that some areas of our website may not yet fully conform. We are actively working to identify and resolve these issues. Known areas of ongoing improvement include:

- Certain third-party embedded tools (such as our quote request form and career application portal) may not yet fully meet accessibility standards — we are working with our vendors to address these
- Some product and service images may not yet include complete alternative text — we are actively remediating these
- Older blog posts and resource pages may not yet meet all current accessibility requirements

Technical Specifications

Accessibility of fuelcoenergy.com relies on the following technologies for conformance with WCAG 2.1:

- HTML
- CSS
- JavaScript

Our website has been tested and is designed to be compatible with the following assistive technologies:

- Screen readers (including JAWS, NVDA, and VoiceOver)
- Keyboard-only navigation
- Browser zoom and text resizing tools
- High contrast display modes

Feedback & Contact Information

We welcome your feedback on the accessibility of fuelcoenergy.com. If you experience any barriers accessing our website or have suggestions for improvement, please contact us:

Email: privacy@fuelcoenergy.com

Phone: 832-200-3710

Mailing Address: Fuelco Energy LLC, 12140 Wickchester Ln, Suite 100, Houston, TX 77079

We aim to respond to accessibility feedback within 2 business days and to propose a solution within 10 business days.

Formal Complaints

If you are not satisfied with our response to your accessibility feedback, you may contact the relevant enforcement authority. In the United States, you may file a complaint with:

- The U.S. Department of Justice, Civil Rights Division — regarding ADA Title III complaints related to places of public accommodation
- The Consumer Financial Protection Bureau (CFPB) — for issues related to accessibility of energy and fuel service information

Review & Updates

This accessibility statement was last reviewed and updated on July 14, 2026. Fuelco Energy LLC reviews this statement at least annually and updates it to reflect any changes to our website or accessibility practices.

Privacy Rights & State Disclosures

Last Updated: July 14, 2026

This section provides specific privacy rights and disclosures for residents of California, Texas, and the European Union. These disclosures supplement our Privacy Policy. For general information about how we collect, use, and protect your personal information, please review our Privacy Policy linked in the footer of this website.

For questions or to exercise any of the rights described below, contact us at:

Email: privacy@fuelcoenergy.com

Phone: 832-200-3710

Mail: Fuelco Energy LLC, Attention: Privacy Compliance

12140 Wickchester Lane, Suite 100, Houston, Texas 77079

CALIFORNIA RESIDENTS (CPRA)

This section applies to citizens and legal permanent residents of California pursuant to the California Consumer Privacy Act (CCPA) as amended by the California Privacy Rights Act (CPRA).

Right to Know What Personal Information Is Being Collected

You have the right to request that we disclose the following about the personal information we have collected about you in the preceding 12 months:

1. The categories of personal information we have collected
2. The categories of sources from which personal information is collected
3. The business or commercial purpose for collecting, selling, or sharing personal information
4. The categories of third parties with whom we share personal information
5. The specific pieces of personal information we have collected about you

Right to Know Whether Personal Information Is Sold or Disclosed and to Whom

You have the right to request disclosure of the categories of personal information we sold or disclosed for a business purpose in the preceding 12 months, and the categories of third parties to whom it was sold or disclosed.

Right to Delete

You have the right to request that we delete personal information we have collected from you, subject to certain exceptions including:

- Completing a transaction for which the information was collected
- Detecting security incidents or protecting against malicious activity
- Complying with a legal obligation
- Other lawful internal uses compatible with the context in which you provided the information

Right to Correct

You have the right to request that we correct inaccurate personal information we maintain about you.

Right to Opt-Out of Sale or Sharing

You have the right to opt out of the sale or sharing of your personal information. We do not sell your personal information for monetary consideration. To submit a request, contact us at privacy@fuelcoenergy.com.

Right to Limit Use of Sensitive Personal Information

You have the right to limit our use and disclosure of sensitive personal information to that which is necessary to perform the services you requested.

Right to Non-Discrimination

We will not discriminate against you for exercising any of your rights under the CPRA, including by denying goods or services, charging different prices, or providing a different level of service.

Financial Incentives

We do not offer financial incentives in exchange for the collection, retention, sale, or deletion of personal information.

Selling of Personal Data to Third Parties

We have not sold consumers' personal data to third parties in the preceding 12 months. We have not disclosed consumers' personal information for a business purpose in the preceding 12 months, except for internet activity information including browsing history and search history.

How to Exercise Your California Rights

Email: privacy@fuelcoenergy.com

Phone: 832-200-3710

Mail: Fuelco Energy LLC, Attention: Privacy Compliance, 12140 Wickchester Lane, Suite 100, Houston, Texas 77079

We will respond to your verifiable consumer request within 45 days of receipt. If we require additional time, we will inform you within the initial 45-day period.

TEXAS RESIDENTS (TDPSA)

This section applies to citizens and legal permanent residents of Texas pursuant to the Texas Data Privacy and Security Act (TDPSA), effective July 1, 2024.

Right to Know

You have the right to confirm whether we are processing your personal data and to access that personal data.

Right to Correct

You have the right to correct inaccuracies in your personal data, taking into account the nature of the data and the purposes for which we process it.

Right to Delete

You have the right to request deletion of personal data that you have provided to us or that we have obtained about you.

Right to Data Portability

You have the right to obtain your personal data in a portable and, to the extent technically feasible, readily usable format. We are not required to reveal any trade secret.

Right to Opt-Out

You have the right to opt out of the processing of your personal data for purposes of:

1. Targeted advertising
2. The sale of personal data
3. Profiling in furtherance of decisions that produce legal or similarly significant effects

Right to Non-Discrimination

We will not discriminate against you for exercising any of your rights under the TDPSA.

How to Exercise Your Texas Rights

Email: privacy@fuelcoenergy.com

Phone: 832-200-3710

Mail: Fuelco Energy LLC, Attention: Privacy Compliance, 12140 Wickchester Lane, Suite 100, Houston, Texas 77079

We will respond within 45 days of receipt. We may extend this by 45 additional days if needed and will notify you within the initial period.

Appeal Process

If we decline to take action on your request, we will inform you within 45 days with a justification. You may appeal by emailing privacy@fuelcoenergy.com with the subject line "TDPSA Appeal." We will respond within 60 days. If your appeal is denied, you may submit a complaint to the Texas Attorney General at: https://www.texasattorneygeneral.gov

---

EUROPEAN UNION RESIDENTS (GDPR)

This section applies to residents of the European Union and European Economic Area and is intended to satisfy the requirements of the EU General Data Protection Regulation (GDPR) 2016/679.

Lawful Basis for Processing

- **Consent:** Where you have given us clear consent to process your personal data for a specific purpose. You may withdraw consent at any time by contacting us or using the opt-out mechanism in any communication we send you.
- **Contract:** Where processing is necessary for the performance of a contract with you, or to take steps at your request before entering into a contract.
- **Legal Obligation:** Where processing is necessary for compliance with a legal obligation.
- **Legitimate Interests:** Where processing is necessary for our legitimate interests, provided those interests are not overridden by your rights and freedoms.

Your Rights Under the GDPR

- **Right of Access (Article 15):** Request a copy of the personal data we hold about you.
- **Right to Rectification (Article 16):** Request correction of any inaccurate personal data.
- **Right to Erasure — "Right to be Forgotten" (Article 17):** Request deletion of your personal data where there is no compelling reason for continued processing.
- **Right to Restriction of Processing (Article 18):** Request that we restrict processing of your personal data in certain circumstances.
- **Right to Data Portability (Article 20):** Receive your personal data in a structured, commonly used, and machine-readable format.
- **Right to Object (Article 21):** Object to processing of your personal data for direct marketing or where processing is based on legitimate interests.

- **Rights Related to Automated Decision-Making (Article 22):** Not to be subject to decisions based solely on automated processing that produce legal or similarly significant effects.

How to Exercise Your GDPR Rights

Email: privacy@fuelcoenergy.com

Manage Cookie Consent: Click "Manage Consent" in the bottom right corner of any page

Phone: 832-200-3710

Mail: Fuelco Energy LLC, Attention: Privacy Compliance, 12140 Wickchester Lane, Suite 100, Houston, Texas 77079

We will respond within 30 days. In complex cases we may extend this by a further 60 days and will inform you within the initial period.

International Data Transfers

Fuelco Energy LLC is based in the United States. If you are located in the EU or EEA, your personal data will be transferred to and processed in the United States. We take appropriate safeguards including standard contractual clauses approved by the European Commission.

Data Retention

We retain your personal data only as long as necessary to fulfill the purposes for which it was collected, comply with legal obligations, resolve disputes, and enforce our agreements.

Complaints

If you believe we have not handled your personal data in accordance with applicable EU law, you have the right to lodge a complaint with your local supervisory authority at: https://edpb.europa.eu/about-edpb/about-edpb/members_en

Data Protection Officer

Fuelco Energy LLC does not currently have a designated Data Protection Officer. For all privacy-related inquiries including GDPR matters, please contact us at privacy@fuelcoenergy.com.