Fiscal Officer

Street Department

Parks & Recreation

Zoning Department

John M Carman, Mayor

10/29/2026

Dear Residents,

Today, I contacted Kroger's corporate office regarding the expiration of unused Fuel Points. Many customers have unused Fuel Points remaining from the previous month but are unable to redeem them because they have not accumulated the 100 points required to receive a fuel discount.

Given the current cost of fuel, I explained to Kroger that allowing customers to roll their expiring Fuel Points into the following month would be an excellent customer service gesture, even if offered temporarily during this time.

I was informed that customers can call **Kroger Customer Service at 1-800-576-4377** and request that their unused Fuel Points from the previous month be carried over into the current month before they expire. Kroger currently allows this as a **one-time courtesy per year**.

For example: If you have 98 unused Fuel Points from September that are set to expire on October 31, you can call the number above and request that those points be rolled into your October Fuel Points balance which can be used before they expire in November.

Please keep in mind that this courtesy is currently limited to once per year.
I encourage residents to take advantage of this option when needed. Additionally, the more customers who contact Kroger to request this accommodation, the greater the opportunity we may have to encourage a policy change that would allow unused Fuel Points to roll over monthly or quarterly.

Sincerely,

John M. Carman
Mayor