

CUSTOMER POLICIES AND PROCEDURES - INFORMATION SHEET

Our number one concern is your safety. Propane is a safe and dependable source of energy. We have a well-trained, safe, dedicated team of associates who are committed to keeping your tank full, home warm, and your equipment operating at maximum efficiency. We may require a minimum number of appliances be connected to your system before we will set a bulk tank at your location.

The following company policies have been implemented to ensure your safety, to keep us in compliance with all Federal, State and local regulations and to advise you of our fees and your responsibilities.

1. All new customers are required to complete an "APPLICATION FOR GAS SERVICE". We offer two account types, Net 15 and **Cash On Delivery (C.O.D.)**. If a Net 15 account is desired, a credit evaluation will be conducted to determine whether approval will be granted. If approved for a Net 15 account you may choose between being on keep full or will call for gas delivery. (We prefer to fill tanks on a Keep Full basis.) Keep full means we will deliver product to you on our delivery schedule, keeping you from running out - ***as long as your account is not past due***. You are still responsible for paying for all gas we deliver under our account terms. (To qualify for the Keep Full Service, you must have been approved for a 'Net-15' account).

2. Will call means you are responsible for checking the gas level in the tank and calling us for delivery. With this type of service you are bound by the requirements and fees, if applicable, detailed in paragraph 4 below.

3. For Call In customers, keep a check on your propane level by checking the gauge on your tank. Please call us before the gauge reads 20%. Don't run out! Make sure to check your level often, especially in cold weather.

4. **LEAD-TIME REQUIREMENTS:** For Call In (will call) customers, we require advance notice when placing your order. Call-in deliveries for customers within 15 miles of our office require one business day notice and a **\$20.00** charge may be added to orders placed for expedited deliveries without this lead-time. For rural customers or for customers in communities outside of our municipality, we may deliver on a routing system and may only be in your area once per week. If you are in a route delivery area or live more than 15 miles from our office, then an additional charge in excess of the fee above may be assessed. An additional **\$65.00** charge will be added to any delivery made after regular business hours during the week. An additional **\$85.00** charge will be added to any delivery made after hours on weekends or on holidays. Propane prices may be higher for a call in delivery of less than 100 gallons. Under some circumstances, we may not be able to accommodate your need for expedited delivery due to circumstances beyond our control, such as severe weather. Plan ahead to assure you do not run out!

5. If you are past due, no deliveries will be made until arrangements and cash payment is made up front in our office. All lead-time requirements apply. C.O.D. customers must pay up front in the office or to our delivery or service personnel at the time of delivery or service. (If you are a Net-15 customer and you are routinely past-due, you may be placed on a C.O.D. only basis).

6. **Out of Gas Calls - As per State law, ALL** Out of Gas situations need to be properly tested before the system is put back in service. If you are a Call-In customer, in addition to the above mentioned delivery fees, a test service charge of **\$65.00** will be added to Out-of-Gas deliveries. No service charges will apply to a keep full customer who is out of gas, unless the out of gas situation is due to your account being past due. We require the customer to be present at the time of delivery for the leak test and lighting of pilots to take place. Continued Out-of-Gas calls from Call-In customers may result in our discontinuing service.

7. It is important that you know how to shut off your tank and that you know what propane smells like in case you have a leak. Our service technician will go over some Safety literature at the time of your installation. We strongly recommend that you familiarize yourselves with the information contained in this literature. We also have informational handouts available in our office. If you need this information, simply call us with your request.

8. We will do our best to properly size the propane storage tank according to your estimated annual usage. If your usage falls below our minimum standards - we reserve the right to downsize the tank.

9. We realize that in today's energy market, all petroleum based products have increased due to numerous factors. Although we cannot control the factors contributing to these increases, we can help our customers manage these costs by offering a level budget payment plan, please contact our office for further information on this program.