

PROPANE DELIVERY & PAYMENT POLICIES

SCHEDULED DELIVERY

Scheduled delivery means we will deliver based on your past usage and the current temperatures. We encourage everyone to be on Scheduled Delivery and to monitor the level of propane in their tank. We do ask if you notice your tank is below 35% to call us at (507)-334-2056. All PREPAY and BUDGET accounts are regular scheduled delivery. **All scheduled delivery accounts must be in good standing.**

WILL CALL/COD ACCOUNTS

Will call means the customer is responsible for monitoring the level of the propane in their tank and calling for their fills when the tank is at 35%. **(Cash (O)n (Delivery) accounts must prepay for their fills in the OFFICE prior to delivery.** No propane will be delivered until the payment is received. We reserve the right not to deliver propane after hours to any COD account. A 48 business hours' notice must be given to avoid a delivery fee of minimum \$100.00. COD customers need to prepay when their tank is at 35%.

DELIVERY CHARGES/FEE/CREDIT CARD FEES:

Fees apply to requests made without a 48-business hour notice.

Monday-Friday during business hours	\$100
Monday-Saturday after hours	\$150
Sunday and Holidays	\$175
LEAK Check same day during business hrs.	\$100 (Included if making an LP delivery)
LEAK Check after business hours	\$150 (Included if making an LP delivery)

*LEAK Check does not include the cost of parts to make necessary repairs.

*Credit Card transactions are subject to a 3% convenience fee.

*Above delivery and payment policies are subject to change without prior notice

For your convenience we offer monthly ACH from your savings/checking account please contact the office at 507-334-2056 to set up.

CONTRACT PROGRAM

This program allows the customer to prepay propane gallons and lock in their price for the season without taking delivery of the product until it is needed. *Contracted gallons are on Scheduled Delivery status only.* The Contract Program runs from September 1st thru April 15th or until contracted gallons are gone, whichever comes first. Any deliveries after April 15th or in excess of the contracted gallons will be billed at the current market price of propane. **We encourage customers to take advantage of contract program since it is available year-round.**

BUDGET PROGRAM

The Budget Program is a monthly payment plan. We estimate your gallons and price for the heating season. Twice a year in July & January your budget account is reviewed and your monthly payment is refigured based on your current consumption. As long as your budget payment is made in a timely manner, you will qualify for the .05 per gallon discount which will be issued in January of the following year for all gallons delivered on the budget program the previous year. If you choose to use a credit card to make your monthly payment the 3% convenience fee will apply. **Budget accounts are automatically on regular scheduled delivery unless the account becomes delinquent.** This option may be used to save money to buy contract gallons for future use.

CHANGE OF HOMEOWNERSHIP

We are required by our insurance company to do a LEAK check on all properties that have a change in ownership, where a Co-Op tank is located.

DELIVERY, ORDERING & USAGE:

Minimum Fill Requirements: Our minimum delivery is either a fill **OR** 300 gallons in a 500-gallon tank, 500 gallons in a 1000-gallon tank and for smaller tanks (123gal – 250gal) the minimum is a fill. When ordering LP, you may only order for your own home or your own tank(s). **Ordering LP for delivery to someone else's property/tank is not permissible.**

LEASED PROPANE TANK DELIVERIES: *In accordance with Minnesota State Statutes, Tanks that are leased by Community Co-Op can only be filled by Community Co-Op.*

OUT OF GAS POLICIES

We will not deliver propane in an out of gas situation unless the customer is present. Any reported "out of gas" will be treated as such regardless of the amount of propane in the tank. Community Co-Op personnel must do a system leak test and inspection including lighting all pilots. ***If we are unable to enter the property to do the proper testing of the system or if no one is home, we will red tag the LP tank until Community Co-Op is able to enter and perform the safety inspection.*** A service call fee may apply if a special trip is made. Will Call and COD customers will be charged a fee for same day/next day delivery, system testing, and lighting of all appliances.