

AG-LAND FS, INC

PROPANE DELIVERY AND CREDIT POLICY

New Accounts – Credit applications must be completed and approved before any charge deliveries will be made. All new patrons must sign a credit application and agreement of terms. For all accounts with established credit, payment is due on the 25th of each month. Prior delivery to be paid for before another delivery is made. Exceptions are made for **Comfort Pay Program**, commercial, and farm accounts.

Comfort Pay Program Customers lock in a set price per gallon for their propane and pay an even amount each month starting June 1st for the next ten months. The following April will be used as a “settle up” month. If you’ve under paid or over paid, we use April to settle your propane bill for the year, and then adjust next year’s usage and payment accordingly.

Scheduled Delivery Customers receive an automatic fill of their propane tank based on a degree day analysis of their home. We cannot offer **Scheduled Delivery Service** to accounts that are on a Will Call, or C.O.D. service. You do not have to be a part of our **Comfort Pay Program** to sign up for **Scheduled Delivery Service**, but if you are on **Comfort Pay**, the service is automatic. In the unlikely event you run out of gas while on the **Scheduled Delivery Service**, the leak check and service call required for all out of gas situations are done free of charge 365 days a year.

Will Call Customers – Ag-Land FS strives to deliver propane as efficiently as possible to keep the cost of heating your home as low as possible. Any customer that wishes to call in their orders must give at least 3 business days notice for delivery. **DO NOT LET YOUR TANK GET BELOW 20% BEFORE CALLING IN!** A “will call sign off form” must be filled out and signed noting your desire to be a will call customer. If we have to make a special trip to keep your tank from running out, a \$50.00 special delivery charge will apply the first time and \$100.00 thereafter. Contracting a set price is available for will call customers.

C.O.D. Customers – Payment (cash, money order, certified check or credit card) is required in your local Ag-Land FS office 3 business days before delivery unless an acceptable pay pick up is established. **DO NOT LET YOUR TANK GET BELOW 20% BEFORE REQUESTING A DELIVERY!**

MINIMUM DELIVERY

Minimum delivery is 250 gallons unless you are on **Scheduled Delivery Service** or the **Comfort Pay Program**. Under certain circumstances, deliveries of 100-200 gallons may be made with the addition of 20 cents per gallon over the base price.

OUT OF GAS SITUATIONS

Ag-Land FS is required by our insurance carrier and the requirements of the National Fuels Gas Code to perform a leak check of your home’s entire propane gas system if you run out of gas. **THE INDUSTRY CODE NOW TREATS ANYTHING LESS THAN 5% AS EMPTY!!** If you are on a Will Call or C.O.D. basis and run out of gas, the required leak check and service call will be \$100.00 per hour during normal business hours. Weekends and holidays will carry a charge of \$130.00 per hour for this required leak check and service call. For questions about our **Comfort Pay Program** and our **Scheduled Delivery Service**, talk to your LP salesman. Or call Joanna at 309-346-4145. Running out of gas is a serious safety hazard to you and your family! If an appliance valve or gas line is left open, a leak can occur when propane gas is reintroduced into your system. In addition, any pilot lights you may have on your appliances will go out when your storage tank empties. This requires a system leak check and service call to test for leaks and to relight your pilots. An adult from your family must be present during the leak check and relight process.

SYSTEM SAFETY

Properly performing pressure regulators are key to assuring the safety of your propane system. Regulators are to be installed and/or maintained in accordance with applicable codes and manufacturers’ recommendations. Ag-Land FS, Inc. will periodically review regulator records and implement inspection, testing, and replacement procedures for those regulators exceeding the manufacturers’ service life expectancy. The cost is minimal when compared to the safety of you and your family or business.

Our **Normal Business Hours** are 8:00am to 4:30pm Monday through Friday. **A DELIVERY CHARGE OF \$50.00 WILL BE REQUIRED FOR AFTER HOURS, HOLIDAYS, AND “EMERGENCY” DELIVERIES IF YOU ARE NOT A PART OF OUR SCHEDULED DELIVERY SERVICE.**

Exceptions are made for agricultural related deliveries.

Signature