



**PO Box 528
Humboldt, IA 50548
(515) 332-2782
(800) 392-3816**

PROPANE CUSTOMER INFORMATION & DELIVERY POLICIES

As a propane customer of W & H Co-Op, You can expect:

- * Personnel trained through the National Propane Gas Association Certified Employee Training Program
- * Efficient, dependable delivery of product
- * Propane system installation & service by trained personnel
- * Sales and service of propane appliances, water heaters, furnaces, and heaters
- * Programs to help you manage the cost of your propane needs

CREDIT POLICY

No credit will be extended until application for credit is submitted and approved.

Charge sales made one month are due the 15th of the following month.

Finance charges will be charged on all unpaid balances after the 15th of the month.

Accounts that remain past due will be tagged as "Cash Only" and may be turned over to a collection agency.

"Cash Only" accounts must make payment on or before delivery.

PROPANE PURCHASE PROGRAMS

Summerfill: July 1-August 30

Allows tank to be filled at what are historically lower summer prices with deferred payment until September 15 for qualified customers. Summerfill is not included in any of the contract options.

Scheduled Delivery:

Summerfill and heating season deliveries will be made on a predetermined schedule. While deliveries will be made on a scheduled basis, you should still monitor your tank to avoid outages related to leaks or unusually heavy usage.

HEATING SEASON CONTRACTS

Prepaid:

Total cost of product is paid at time contract is signed. Product price is discounted in comparison to other contract programs.

10 Cent Down:

(Not available to "Cash Only" Customers)

10 cent per gallon down payment due at time contract is signed. Prepayment is deducted from contract price as product is delivered.

Standard credit policy applies.

Budget Plan:

Total cost of contracted product is spread in equal monthly payments over the number of months from the contract signing through the following April.

Contact your driver or our office for more details on any of the options listed above.

GENERAL CONTRACT TERMS

Contract period runs from September 1 through April 30.

Contracting fixes the cost of the gallons contracted. It does not necessarily guarantee the lowest price.

Contracts for home heat are required to be on scheduled delivery basis.

Prepaid and budget are the only contracts available to "Cash Only" customers. Contracts will not be offered to customers with past due account balances.

Any propane purchased during the contract period will come off the contract until the contract gallons are used.

Any unused gallons at the end of the contract period may be subject to a restocking charge.

Contract pricing is offered subject to the number of gallons we have available. Once these gallons have been sold, the sale of contracts will be suspended. Additional contract gallons may become available, but the price may vary from any previous contracts offered.

Contracts are not valid until initial payment on the contract has been received. Price quotes are void if this payment is not received within 7 days

Our standard credit policy applies to contract deliveries as well.

DELIVERY POLICIES

Minimum Fills: (Call In Customers)

500 & 1000 gal tanks	250 gallons
< 500 gal tank	Fill

Delivery of amounts less than the minimum fill must have management approval.

All delivery requests for less than a fill of the tank will be charged and additional \$.05 per gallon.

After Hours Deliveries:

Requests for deliveries after 4:30 pm on weekdays, after 12 pm on Saturday, Sundays and Holidays will incur a trip charge of **\$70**. Scheduled delivery customers are not subject to this charge.

Call In Orders:

Minimum notice on call in orders-24 hours. Call in orders requesting same day service **may** incur a trip charge of **\$70**. During peak delivery periods, same day service may not be available.

Out of Gas Calls:

Insurance regulations require a pressure check of the gas system on any system we find out of gas. Accounts not on scheduled delivery will incur a **\$40 charge** for this pressure check the on the **first occurrence**, **\$50 charge** on **second** occurrence, and **\$75** on **third** occurrence. If system does not hold pressure, the service department will be called to repair the system. Regular service call rates will be charged for repairing the system. **Customers running out of**

propane three times during any given heating season may be asked to find a new propane distributor.

PROPANE SAFETY

Propane is a safe, efficient, economical fuel when handled, transferred and stored properly.

A properly maintained system will help ensure that safety. Regulator manufacturers now recommend that regulators be replaced after 15 years.

Our drivers routinely check the outside components of your propane system. If apparent problems exist, you will be notified.

Our service personnel are available to do complete gas system checks to ensure that your system is safe and legal.

If you suspect you have a propane leak or smell propane in your house:

- Put out smoking materials and other open flames.
- Do not operate electrical switches, light matches, or use your phone.
- Immediately leave the building.
- Close all gas tank valves.
- Use a neighbors phone to call your propane supplier.
- Have trained service personnel repair your system and relight pilot lights.