

## DELIVERY & CREDIT POLICY

**New Accounts** – All new credit customers must sign a credit application and agreement of terms. Credit applications must be completed and approved before any charge deliveries will be made.

**Our company offers a very reliable keep full service. We recommend all customers to consider this service. This helps improve our efficiency and keep our cost down which helps us extend a lower price to you. If an error in our system should cause a run out on a keep full account, we will correct the problem, 24 hours a day, 365 days of the year with no additional fee.**

1. For all accounts with established credit, the payment is due in 30 days. Prior delivery to be paid for before any more fuel is delivered. Special provisions for farm, commercial accounts, easy pay.

2. Our KEEP FULL service is based on a degree-day analysis. **We cannot assure KEEP FULL service to accounts with past due balances.** If the customer wants to regulate when and how much is to be delivered, we will consider you a “will call” customer. You will be responsible for calling ahead for your next delivery.

3. Our Easy Pay (Budget) plan is highly recommended for home heat customers. We start this plan, April through June. Customer must be pre-approved for this program.

4. COD customers – If an acceptable pay pick up can not be established, payment will be required in our office 3 business days in advance of delivery. **Regular delivery routes are ran Mon – Fri.**

5. Minimum delivery is 200 gallons, additional charges may apply to deliveries less than the minimum requirement, unless you are on our budget program or are a KEEP FULL account.

6. Rising delivery costs make it necessary that we have a minimum of three-business days notice for any customer that prefers to call us when they need fuel. **Will call customers should call before the tank reaches 20%.** This will allow for routing and avoid additional charges. If we have to make a special delivery, a trip charge or additional fees may be applied.

7. **OUT OF GAS CALLS**, for will call customers, will require a system check/service call with a minimum fee of \$83.00 or after hours of \$118.00 per hour in addition to delivery charges.

8. **Emergency Deliveries** after 4:00 business days, weekends, and holidays will incur a minimum delivery charge of \$100, possible additional service fees, out of gas charges and lose the cash discount.

March-2012