

PAYMENT PLANS

Our standard payment terms are net 15 days from the delivery date. Balances that are not paid within 30 days are subject to a finance charge **and deliveries will be discontinued until the balance is paid in full.** Any account that holds a past due balance over 90 days will become COD (Cash on Delivery) for any future deliveries and you will need to pay for the propane before it is delivered.

Credit or Debit Card on File

If you wish to keep a credit or debit card number on file with us, we can automatically charge or debit your card for the balance on your account, at the end of each month. This payment method can also be used with our monthly budget plan.

Budget Plan

The Budget Plan consists of 12 monthly payments, which are based on your **estimated annual usage.** The monthly payment is subject to change depending on the price per gallon and the weather throughout the winter. Each budget is re-evaluated in January/ February, and we will contact you if your payment amount needs to be increased. Prices are not locked in with the budget plan. Automatic credit or debit card payments are strongly recommended, so you don't miss a payment. **All budget payments are due by the 10th of each month.** This plan usually starts in July/ August, so please call our office ASAP for information.

Pre-Pay Fixed Price Plan

This plan allows you to pay for all, or a portion of, your propane gallons in advance, for the heating season. The price is fixed and discounted from your regular- posted price. The amount is payable by the beginning of September. **Additional pre-paid fixed price gallons cannot be purchased beyond the beginning of September, so please be sure to purchase**

the full amount you intend to buy for the heating season by then! Once you have used your pre-pay gallons or on May 31st of the following year, whichever comes first, your price will revert to the regular posted price. Any other charges, such as service, must be paid separately in order to maintain your credit balance and continue fixed price deliveries.

With either plan, any outstanding balance must be paid in full before you begin the next heating season.

If you are interested in any one of these plans, please call our office for specific pricing & details.

Budget & Pre-pay Fixed Price Plan Conditions:

- 1 Accounts must be current to be eligible for these plans.
2. Neither buyer nor seller shall be responsible for damages caused by delay or failure to perform, in whole or in part hereunder or to comply with any of the terms hereof, when such delay or failure is attributable to acts of God, strikes, lockouts, fires, floods storms, explosions, embargoes, acts or compliance with requests of any governmental authority (without regard to legal validity), war conditions, accidents, delays in transportation, any allocation program or rationing or priorities in effect pursuant to governmental authority, or any other cause beyond control of buyer or seller or not similar to those enumerated: provided, however, that any such contingency shall not terminate the agreement, but merely suspend its performance, unless it continues for a period.

DELIVERY POLICY

We encourage all customers to be on an automatic fill schedule. If you choose to be a will-call customer, you must call for a delivery when the gauge on your tank is at or above 30%. This will

give us enough time to deliver your fuel before your tank runs out. We also encourage all customers to have their tanks **filled** when we deliver. This eliminates unnecessary return trips for our drivers and also reduces the chance of an out of gas situation. (Minimum deliveries are required and minimum delivery charge applies if a customer chooses not to have the tank filled. See details.)

If your tank does run out of propane, we must have complete access to the premises in order to turn on the gas and check the system. We cannot deliver propane and leave the tank shut off. If you run out of propane because you are a will- call customer, or have a past due balance, there is a labor charge to turn on the gas and check the system. By strictly enforcing this policy, we feel we can provide better and safer service to our customers.

Minimum Deliveries:

Tank size	Minimum Delivery
50-250 gallon	Fill
320 gallon	200 gallons
500 gallon	250 gallons
1000 gallon	500 gallons

Minimum Delivery Fee: \$35.00

This fee applies if you choose not to have your tanks filled at the time of delivery and opt instead to have delivery of only the minimum gallons for your tank size as listed above.

High Efficiency Boilers/Furnace:

Remember to have your high efficiency boiler, water heaters, and furnaces serviced. Failure to maintain your appliance could adversely affect its operational efficiency and could void any warranty you may have on the unit. Please contact us to schedule a service appointment or if you have any questions regarding your heating system.

Underground tank testing:

The National Fire Protection Association (NFPA) has issued new laws regarding the installation and testing of underground propane tank protection. The new code states that underground tank protection systems should be tested 12-18 months after initial installation, and every 3 years thereafter. Customers who own their own underground tank should call and ask about the Anode Testing program we offer. Electric potential testing can identify if underground corrosion is occurring and if your tank protection (Magnesium Anode bag) needs to be upgraded.

For only \$85.00, we will test the electric potential of your underground tank and inspect all service valves and regulators. This test will insure that your assets are protected against the effects of corrosion.

Please call (800) 464-2269 or (413) 663-6652 to schedule an appointment or if you have any other questions.

For additional safety information and installation codes, please visit our website www.hageorge.com

Seasonal/Unoccupied Homes

No matter how you heat your home, maintaining your home's temperature to a certain degree is critical. If the proper monitoring of your home's temperature is not made a priority, it can result in frozen pipes and expensive water damage. You should arrange for supervision of your home if you plan to be away from the premises for any length of time. Water from broken pipes can flood a house in a matter of hours causing structural damage to the house and loss of personal property.

It is better to be safe than sorry.

PROPANE SAFETY

We value you as a customer and want to make sure that you have the latest safety information on propane. We have enclosed some brochures on the smell of propane and other safety tips.

We highly recommend that you have your propane systems and appliances periodically inspected by H.A. George or another qualified Service Company.

**For additional
safety information
and installation
codes, please visit
our website
www.hageorge.com**



H.A. GEORGE



FUEL

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- Propane gas tank & line installation
- Boiler & space heater installation
- Service & efficiency testing
- Underground installations & testing

We go beyond the price per gallon