

HANCOCK CO.CO-OP OIL

NEW PROPANE CUSTOMER GUIDELINE

DATE _____

CUSTOMER NAME _____

ADDRESS _____

1. CUSTOMER NEEDS TO COME IN AND FILL OUT CREDIT APPLICATION AND RECEIVE PROPANE SAFETY PACKET.
2. IF PROPANE IS NEEDED PRIOR TO CREDIT APPROVAL, CUSTOMER WILL NEED TO PAY FOR PROPANE PRIOR TO DELIVERY OR PAY THE DRIVER WHEN DELIVERED.
3. DOES CUSTOMER WISH TO BE PLACED ON THE "KEEP FULL LIST"? YES NO CIRCLE ONE, THIS REQUIRES REGULAR PAYMENT OF BILLS
4. CUSTOMER WAS INFORMED OF OUR PAYMENT OPTIONS: REGULAR TERMS, CASH, PREPAY, BOOKING, OR BUDGET.
5. A LEAK TEST WILL BE CONDUCTED ON THEIR SYSTEM AT A CHARGE OF \$35.00. THE CUSTOMER MUST BE HOME FOR THIS TEST TO BE CONDUCTED.
6. MINIMUM DELIVERY IS 250 GALLON. IF LESS THAN 250 GAL. THERE WILL BE A \$65.00 SERVICE CHARGE.
7. IF THE CUSTOMER ELECTS TO WATCH THEIR OWN GAUGE, THEY MUST KNOW THE FOLLOWING:
 - A. DO NOT ALLOW YOUR TANK TO RUN EMPTY. We must do a leak test each time there is an outage and the charge will be a minimum of \$65.00. We also charge \$100.00 if propane needs to be delivered after normal working hours. The customer must be home when delivery is made to all "outages" or no propane will be left.
 - B. CALL BEFORE YOU RUN OUT OF PROPANE. We have a minimum delivery of 250 Gallons. We have a "special trip" charge of \$65.00 if you need delivery within 48 hours. Call when your gauge is at 20% and we can get the delivery when the driver is in the area and avoid a special trip.
 - C. ANY DEFECTS IN THE PIPING SYSTEM ARE THE EXPENSE OF THE OWNER AND MUST BE CORRECTED BEFORE PROPANE WILL BE DELIVERED.

CUSTOMER SIGNATURE _____

DATE _____