



PO BOX 155 • RIDGELAND WI 54763 • 715 949 1165 PO BOX 118 •  
 ALMENA WI 54805 • 715 357 3650 PO BOX 70 • ELK MOUND WI 54739 •  
 715 879 5454

**PROPANE SERVICE AGREEMENT**

Name of applicant: \_\_\_\_\_

Delivery address: \_\_\_\_\_  
 (for deliveries): \_\_\_\_\_  
Address City State Zip County Township  
 Phone: \_\_\_\_\_

Do you need a tank set? Yes \_\_\_\_\_ No \_\_\_\_\_ Tank size: \_\_\_\_\_

Is the tank customer owned or leased with Synergy? Owned \_\_\_\_\_ Leased \_\_\_\_\_

**SCHEDULED DELIVERY PROGRAM AGREEMENT (AUTO-FILL)**

Synergy’s Scheduled Delivery Program is a program where we schedule propane deliveries for you. By comparing your historical usage and by utilizing computer projections, we can predict future deliveries so you don’t run out of propane. During cold periods we ask that you monitor your tank to assure there is not an outage. There will be no delivery charge if you are on the Scheduled Delivery Program. The terms and conditions of the Scheduled Delivery Program are as follow:

- Tank size must be 500-gallon capacity or greater. (Smaller tank sizes will be routed with Scheduled Delivery routes, however Synergy Co-op does not guarantee there will not be an outage)
- Your account must follow credit policy guidelines
- You must notify Synergy Co-op if there are any changes or modifications to LP-gas burning appliances
- LP-gas usage must be consistent and regular, and not be unoccupied homes unless monitored
- Synergy Coop asks that you help monitor your tank and call if tanks are at or below 20% of capacity
- Scheduled Delivery Agreement is in effect continuously unless Synergy Co-op receives 30-days written notice terminating agreement
- If you sell your property and we are not notified, you may be held liable for LP delivered after property changes ownership.
- **YOU MUST HAVE A CREDIT ACCOUNT TO QUALIFY FOR THE SCHEDULED DELIVERY (AUTO-FILL)**

YES, I would like to be on the Scheduled Delivery Program. Please check the appliances you have. (Listed below) **Not applicable to seasonal properties or small tanks (monitor option available).**

NO, I do not want to be on scheduled delivery. I will be responsible for my own tank and any expenses that occur if I run out of LP.

Please check the appropriate box below for each tank and the location that it supplies

Location	Auto Fill	Will Call	Monitor*	Fire #/Property Address	For Auto Fill, list all propane appliances	Date/% Full
House	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____	_____
Garage/Shed	NA	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____	_____
Cabin/Lake Home	NA	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____	_____
Milk House/Barn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____	_____
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____	_____

I hereby agree to the above listed terms and conditions of the Synergy Cooperative Scheduled Delivery Program Agreement.

Signature \_\_\_\_\_ Date \_\_\_\_\_ \*subject  
 to annual charge



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Thank you for choosing Synergy Cooperative for your propane needs. We offer three delivery plans for our customer's convenience. Please choose the plan that best suits your needs for each tank location, complete the customer application and return to our office. **Your plan choice will remain in effect continuously from year to year and is not affected by any propane contracts you may have.** Also, to ensure that we can make your deliveries, we ask that customers keep their tanks accessible, driveways maintained, and pets secured.

### **Auto Fill Delivery Plan (AFDP)**

This plan is designed for customers using uninterrupted gas service at their permanent, year-round home or business. When we estimate your tank is between 20-30%, we will deliver to your tank without notification.

Please advise Synergy Cooperative of any change of use that would affect your propane consumption so your Auto Fill delivery can be adjusted. Changes may include adding or subtracting a gas burning appliance, building additions, or changes in use of property. We *will not* be responsible for damages incurred if you fail to notify Synergy Cooperative of any changes that would affect your usage.

Accounts must be current to remain eligible for this plan. Past due accounts are automatically placed on the Will Call plan without notice. Once your account is current, you may contact the office to request to be put back on the Auto Fill plan.

AFDP is not designed for customers using an alternate heat source, heating seasonal homes or heating structures such as garages/shops on an intermittent basis. See Monitor Plan.

**Please note:** Not all fuel systems can be maintained on an Auto Fill Delivery Plan. We will be happy to evaluate your **system** to determine eligibility.

### **Will Call Delivery Plan (WCDP)**

Customers on this plan are responsible for monitoring their tank and calling our office when they want a propane delivery. Synergy Cooperative will deliver at the same time we deliver to other customers on your route. Minimum delivery will be 250 gallons or a fill. To ensure that propane is delivered timely, on your next route day, call our office when your tank is between 20-30% full. Customers who request same day delivery or before their normally scheduled route day, will be charged a trip fee.

Unfortunately, there are times when you may unexpectedly run out of propane. This can create an unsafe environment for you, your family, and our delivery drivers. If this situation should occur, follow these instructions to insure your safety:

- Close the service valve on the propane storage tank
- Shut off all appliance valves
- Call us immediately
- Our insurance carrier requires us to check the entire gas system for leaks and light all pilots, so someone needs to be home. If no one is home, your tank will not be filled. **There is a fee for this check.**

**We strive to maintain a high-level of safety, so if a customer runs out of propane twice or more in one year, we can no longer service that account.**

### **Monitor Delivery Plan (MDP)**

This system is for customers that use alternate heat sources, heat seasonal homes or structures such as garages/shops on an intermittent basis that you wish to have filled automatically. You must use 350 gallons or more annually to be eligible for this program. A monitor is installed on your tank, which will monitor your consumption of gas. We will deliver when your tank is between 20-30%, without notification. Accounts must be current to remain eligible for this plan. Past due accounts are automatically placed on the Will Call plan without notice. There is an annual charge for this plan for each monitor installed. Contact the office for details.