

CENTRAL VALLEY COOPERATIVE PROPANE DELIVERY AND PAYMENT POLICIES

Please read the following policies:

SCHEDULED DELIVERY

All Scheduled Delivery accounts must be in good credit standing. Scheduled delivery means we will deliver based on your past usage and the current temperatures. We do ask if you notice your tank is below 20% to please call Owatonna 507-446-5000, 866-333-1220 or Northfield 507-664-3103, 800-584-6689. **All Prepay and Budget accounts are automatically on a Scheduled Delivery.**

PREPAY PROGRAM

This program allows the customer to purchase their prepay propane gallons for the season without taking physical delivery of the product until it is needed. **Prepay gallons are automatically on Scheduled Delivery status. Delivery period is thru 04/15.** Any deliveries after 04/15 will be subject to market price. **We strongly encourage customers to use this prepay program.**

BUDGET PROGRAM

The Budget program is an 11-month payment plan. We estimate your gallons and determine a price for the heating season, then set up 11 equal monthly payments instead of one lump sum. The price will be a locked in price set at the time the contract is signed. A market price option is also available. Payments are reviewed every 3 months to verify that payments are sufficient to cover your total cost of fuel. **Budget gallons are automatically on Scheduled Delivery status. Budget payments are strongly encouraged to be withdrawn from your checking/savings account with electronic transfer.**

CHANGE OF HOME OWNERSHIP-(CHANGE OUT)

We must do a gas check on all properties that have a change in residence, or change in ownership. This also includes rental properties. There will be an inspection fee. This fee includes a **GAS Check** and leak test of your gas system and appliances.

DELIVERY: Minimum fill requirements are as follows: **THE MINIMUM FILL FEE WILL APPLY TO ALL ACCOUNTS REQUESTING LESS THAN MINIMUM FILL REQUIREMENTS.**

Tank size	Gallons
*120	fill only
*250-330	fill only
*500	300
*1000	500

LEASED PROPANE TANK DELIVERIES: Leased propane tank(s) may only be filled / refilled by owner of propane tank according to Minnesota Statutes.

COD ACCOUNTS:

We reserve the right to not deliver propane after hours to any COD account. **To avoid any service charges, we must have a 48 business-hour notice.** No propane will be placed in the tank until cash payment is made to our office or to the driver. A delivery charge will be added without a 48-business hour notice.

WILL CALL:

A fee will be added without a 48 business-hour notice for delivery. Will call customers must have a current gas check on file before deliveries are made.

OUT OF GAS POLICES:

We will not deliver propane in an out of gas situation unless the customer is present. Any reported "out of gas" will be treated as such regardless of amount of propane in tank. Central Valley personnel must do a system leak test and inspection including lighting all pilots. If we are unable to enter the property to do the proper testing of the system, we will disable the system until the customer allows us to complete a full system test. **Will Call, and COD customers will be charged a fee for the system testing and lighting of appliances, along with a delivery charge. We reserve the right to terminate the tank lease of any will call or cod customers after any out of gas situations.**

COD/WILL CALL - DELIVERY CHARGES / CREDIT CARD FEES:

(Delivery charges are for cod/will call customers without 48 business-hour notice)

Monday-Friday during business hours	\$ 95.00
Monday-Friday after hours	\$125.00
Saturday	\$125.00
Sunday and Holidays	\$175.00
Minimum Fill Fee	\$ 95.00
Leak Test	\$ 75.00
Gas Check during business hours	\$ 85.00
Gas Check after business hours	\$170.00

Gas Check and/or leak test fee does not include any necessary repairs.

Credit card transactions are subject to a 3% processing fee.

TANK PUMP OUT FEE:

\$80.00 per hour to pump out propane

PROPANE CREDIT TO ACCOUNT:

\$.30 cent per gallon less than delivered price

Above delivery and payment policies are subject to change at any time without notice to customer (Revised 9/27/2011)