

Community Co-op Oil Association

9 CENTRAL AVE
FARIBAULT, MN 55021
OFFICE: (507)-334-2056
FAX: (507)-332-2705
www.fbocoop.com

PAYMENT POLICIES

CONTRACT PROGRAM - Reference Contracting terms for all details.

This program allows the customer to purchase their propane gallons for the season without taking physical delivery of the product until it is needed. Contracted gallons are automatically on Scheduled Delivery status only. The Contract Program runs from September 1st thru April 15th or until contracted gallons are gone, whichever comes first. We encourage customers to take advantage of contracting since contracts are available year-round.

BUDGET PROGRAM

The Budget Program is a monthly payment plan. We estimate your gallons and price for the heating season. Twice a year in July & January your budget account is reviewed and your monthly payment is refigured based on your current consumption. As long as your budget payment is made in a timely manner, you will qualify for the .05 per gallon discount which will be issued in January of the following year for all gallons delivered on the budget program the previous year. Budget accounts are automatically on regular scheduled delivery unless the account becomes delinquent. For your convenience we are able to withdraw your monthly budget payment from your savings/checking account with ACH by contacting the office.

COD ACCOUNTS

C.O.D. accounts must prepay for their fills in the office prior to delivery. No propane will be placed in the tank until the payment is received. We reserve the right not to deliver propane after hours to any COD account.

CREDIT CARD

A service fee will be charged at the rate of 3% for all bulk purchases.

BULK PLANT DELIVERY POLICIES

DELIVERY CHARGES/FEEES AND MINIMUM REQUIREMENTS

All deliveries are subject to 48 business hour notice

- The following fees may apply to delivery – fees can only be waived by Bulk Plant Management

Monday-Friday delivery within 48 business hours **\$100**

Monday-Friday after hours delivery (after 3PM) **\$175**

Sunday and Holiday delivery **\$200**

Appointment Delivery **\$100** EXAMPLE: Certain time or required to meet patron

Service Call **\$100** per hour

Called in for propane delivery Inaccurate % **\$100** fee will apply if reported percentage isn't within 10% of tank reading.

Under 100 gallons of Fuel Delivery **\$0.30** per gallon – no timeframe – or Appointment fees will apply.

- Propane minimum fills

123-gallon tank = Fill Only 250-gallon tank = Fill Only 500 = 300 gallon minimum

1000-gallon coop tank = 500-gallon minimum 1000-gallon Customer owned = 300 gallon minimum

- All propane delivery minimums are per tank – Not per delivery location

- Bulk Fuel, Oils and Diesel Exhaust Fluid

Minimum fill is 100 gallons – no timeframe on minimum fills – or Appointment fees will apply.

We only fill totes for bulk oil – we will not fill packaged oil barrels (we will exchange packaged oil barrels)

SCHEDULED DELIVERY

- **We encourage customers to be on a scheduled delivery to avoid all delivery fees.**

Scheduled delivery means we will deliver based on your past usage and the current temperatures. We encourage everyone to be on Scheduled Delivery and to monitor the level of propane in their tank. We do ask if you notice your tank is below 35% to call us at (507)-334-2056. All contract (prepay) and budget accounts are regular scheduled delivery. All scheduled delivery accounts must be in good standing.

WILL CALL DELIVERY

- **All Will Call customers will be subject to delivery fees as stated above.**

All will call customers should call in for a fill when their tank is at 35% (Propane)

The Following reason for Notice of being placed on Will Call by Community Coop – But not limited to:

- Declining a fill
- Not clear/safe path to tank, EXAMPLE: animals, debris, fence.

One attempt will be made to deliver, a notice will be left. Delivery will resume once the issue has been rectified and communicated to Community Coop.

CHANGE OF HOMEOWNERSHIP - CHANGE OF PROPANE USAGE

We must do a LP system and leak check on all properties that have a change in ownership, where a Co-Op tank is located as required by our insurance company.

Community Co-Op must be notified if you make changes effecting your propane requirements. EXAMPLE: adding/subtracting an LP appliance. Non-occupancy of residence for an extended period of time. Failure to notify Community Co-Op when these changes occur may result in delivery fees.

LEASED PROPANE TANK DELIVERIES: In accordance with Minnesota State Statutes, Tanks that are leased by Community Co-Op can only be filled by Community Co-Op.

OUT OF GAS POLICIES

Any reported out of gas call will be treated as such. If no one is present at the time of delivery, your propane system will be red tagged and taken out of service. Service fees will apply if additional trips are required for out of gas calls.