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Hector

Central Region Cooperative Propane Summer Fill Program

CRC will be starting the propane summer fill program June 1st, customers on **scheduled delivery** will automatically receive a summer fill and **do not need to call for delivery**. Will call customers **need** to call to schedule a summer fill. Per CRC's credit policy, only patron accounts that are current will be eligible for a summer fill. Any past due accounts will need to become current in order to take advantage of the summer fill program. **If you DO NOT want to receive a summer fill** please call either CRC Energy office (Buffalo Lake 320-833-3009 or Sleepy Eye at 507-794-5831 option #1.

TERMS: **SUMMER FILL DELIVERIES WILL BE INVOICED AT CASH PRICE – THERE WILL BE NO DISCOUNT,**

What this means is you are receiving the "cash price" upfront which is the same as if we invoiced you at .10 cents per gallon over cash price and applied a .10 cent per gallon discount at the payment due date. Payment of summer fill deliveries will be deferred until September 25th. Standard finance charges will be applied if payment is not received before September 30th.

Contract Options and Terms:

CRC offers propane fixed price contracting options for all types of customer needs. Corn dryer, shop, home heat, commercial business, as well as livestock/ barn deliveries, can be price locked for the impending heating season. We also offer contracts in wholesale transport quantities for those who have transport systems. All contracted gallons will be delivered before any cash/spot price purchases can be made during the contract time period.

Options:

- 100% prepay due at contract signing, this locks the committed price per gallon Sept. through April
- 20 cents per gallon down at booking, price will be .05 cents higher than 100% prepay, the down payment will be deducted from your account accordingly
- Over contracting may result in a penalty to be invoiced at the end of the contract agreement period. This penalty will be assessed if the current propane cash route price at contract expiration is lower than the contracted price. The penalty will be the difference between the contracted price and current route price.
- All CRC contracts are non-transferable.
- All contracts need to be signed and appropriate payment must be made to validate this agreement.
- Propane contracts are available on our website at www.centralregioncoop.com.
 - Print the contract and enter the amount of gallons to be contracted
 - Call either energy office for current contract prices
 - Sign the contract
 - Return the contract to either CRC energy office with payment as soon as possible
 - Contracts will also be mailed to customers upon request

Scheduled Fill Program: To assist with routing efficiencies, CRC offers a propane “scheduled fill program” to allow our delivery drivers to make periodic deliveries of propane filling your tank to its proper capacity. The program removes some of the burden from you, the customer, having to monitor and schedule a delivery of propane. The intent of the scheduled fill program is to avoid a run out or propane supply interruption; however, the scheduled fill program **DOES NOT GUARANTEE** against a run out situation. As previously stated, only current accounts are eligible for the schedule fill program; past due accounts will not receive scheduled fill service until they are current. We ask all patrons to monitor your propane tank. When a propane tank level drops to 20%, please call either CRC energy office to schedule a delivery. If you currently are not on the scheduled fill program and would like to take advantage of this opportunity, please contact either energy office in Buffalo Lake at 320-833-3009 or Sleepy Eye at 507-794-5831 and we will get you signed up.

Budget Program: The Budget Program will be a 12 month payment cycle. If you previously have been on the budget program, we will automatically enroll you unless you inform us otherwise. Along with the budget program, we strongly encourage you to enroll in our EFT (Electronic Funds Transfer) program. Enrolling in the EFT payment plan will assist us in providing efficient timely propane deliveries.

- **Highlights:**
 - Deadline to sign up is August 31st
 - Fixed price through entire heating season
 - 12 calculated monthly payments
 - .02 cent per gallon discount for EFT Budget payments
 - Periodic budget payment review to increase or reduce payment as needed
 - Signed mutual contract

Will Call Customers: To assist in operating efficiencies, we require a minimum of 24 hours’ notice for will call customers. Transitioning from a will call delivery to scheduled delivery is strongly encouraged to assist in preventing a propane out of gas situation or after hours delivery, please call either Energy location to become a schedule fill customer.

Propane Policies:

- Will call same day delivery requests may be assessed a \$100.00 fee.
- Out of gas calls will incur a \$75.00 service fee which includes an industry mandated system leak check.
- Out of gas situations require homeowners to be present upon delivery. If a homeowner is not present at the time of delivery, a \$50.00 fee will be assessed for a “2nd” trip on an out of gas call.
- Three out of gas situations during the heating season may result in termination of service.
- Below 200 gallon minimum drop charge will be \$30.00.
- New customer/ tank sets require a credit application.
- Signed lease agreement is required for CRC owned propane tanks.

Please call either Energy office in Buffalo Lake at 320-833-3009 or Sleepy Eye at 507-794-5831 with any questions.