

Seneca Office
PO Box 204 | 201 N. 6th Street
Seneca, KS 66538
Phone: 785-336-6153



Sabetha Office
1111 S. Old US-75 Hwy
Sabetha, KS 66534
Phone: 785-284-2227

Propane Service and Delivery Policies -- Effective 7/1/2026

Delivery Minimums:

- 250-gallon minimum delivery on 500 gallon or larger tanks
- 150-gallon minimum delivery on 250 gallon tanks
- Delivery to tanks **LESS THAN** 250 gallon capacity: Billed at daily posted truck price + \$1.50/gal.

Fees (Will Call Customers):

- \$75 – Less than minimum gallon delivery
- \$100 – Less than 3-day notice
- \$100 – Out of Gas Leak Check
- \$200 – After Hours Delivery
- \$100 – Leak Check Fee for **non-routine** Will Call Customers (Customers who buy from other companies between fills)
- Labor Charges - \$75/hour (Minimum of 1 hour charged. Not prorated)

Credit/Charge Privileges & No-Charge Policies:

- All account paperwork and account setup must be completed **BEFORE** delivery is scheduled.
- Credit/Charge approved accounts are eligible for Auto Routing status.
- Customers without charge accounts are not eligible for Auto Routing status.
- An account becoming 60 days past due will result in credit privileges being suspended. Additionally, the account will no longer be eligible for Auto Routing status. If a customer is turned into a Permanent No-Charge or Cash Only status, these actions may not be reversed in the event of the account becoming current.
- No-Charge and Cash Only customers **must have payment received in our offices before** routing & delivery will be made. We accept cash, credit cards, ACH, or checks as acceptable forms of payment.
- **FOR ALL NEW CUSTOMERS:** Customer must pass a credit check and be approved by Ag Partners Cooperative. If a customer does not pass a credit check, Ag Partners will not service the tank.

Auto Routing Program:

- All tanks on Auto Routing status will have a tank monitor installed by Ag Partners at no charge.
- All deliveries made will be automatically routed and tanks will be filled to 80%.
- Using information from the monitors, you will be routed when your tank has between 10-25% remaining.
- If you notice your tank is below 10%, please call us immediately so we can get the tank filled and ensure the monitor is working correctly.
- ALL tanks on Auto Routing status are automatically included in the summer fill program.
- Routed delivery helps to ensure that you don't incur any additional fees.

Will Call Customers:

- Unlike the Auto Routing program, watching tank levels and ordering propane is the customer's responsibility.
- Our standard business practice is to fulfill orders within 3 business days.
- To avoid additional fees, please place an order when your tank is at 25%.
- Our priority is ensuring we provide exceptional service to our customers. To ensure we achieve this goal, Ag Partners Cooperative reserves the right to decline to service new customers during high demand periods.

Summer Fill Program:

- The Summer Fill period, August 1st through October 15th, will be routed per our delivery efficiency system. We may not accept on-demand delivery during the Summer Fill program.
- To ensure the greatest efficiency, we will only fill tanks that are at 60% or less capacity during this program period.
- Will Call customers must contact our office to be included in the Summer Fill program.

3-Strike Rule:

- Will Call customers are responsible for monitoring tank levels and placing orders before their tank runs out. If a Will Call customer experiences repeated out-of-gas events, Ag Partners may require payment for the propane and all applicable fees before scheduling delivery. After a third out-of-gas event, Ag Partners Cooperative reserves the right to discontinue Will Call services.

Tank Lease Pricing:

- 250-gallon tank = \$90/year + tax
- 500-gallon tank = \$120/year + tax
- 1000-gallon tank = \$200/year + tax
- 500-gallon tanks for Generators = \$250/year

Tank Lease Policies:

- **FOR ALL NEW CUSTOMERS:** Customers that do not pass a credit check will not be allowed to lease a propane tank from Ag Partners Cooperative.
 - Customers with a leased tank prior to April 1, 2024 are not subject to this requirement.
- Accounts 60 days past due will be subject to the revoking of their lease and the tank being removed.
- All leased tanks will include a tank monitor.
- Annual lease fees will be billed in October of each year with payment due by November 30th.
- Tank leases will be pro-rated based on the month that a leased tank is set.
- Ag Partners Cooperative will work with customers in good faith to review any reported propane loss related to mechanical failure. Any adjustment or reimbursement will require Ag Partners and the customer to reasonably agree on the date and time of the failure, the estimated percentage of contents lost and the reason for failure. Ag Partners Cooperative will not be liable for any loss due to customer or other party negligence.

Customer Owned Tanks

- Ag Partners will warranty all propane tank sales for a period of 1 year to include fittings, gauges, and regulator malfunctions.
- Customer owns and is responsible for the tank itself and the contents within the tank. Any loss of propane is not the responsibility of Ag Partners Cooperative.
- Any repairs, additional parts, and labor will be billed to the customer at \$75/hr.

Monitors:

- We are pleased to provide tank monitors free of charge to all Ag Partners customers that are on Auto Routing.
- Customers can access tank levels, usage, and contact info through the monitor app or with our Ag Partners Portal.
- Customers who request monitors but do not allow us to put them on Auto Routing will be charged \$5/month for the monitor.
- Please note: Monitors do not replace the responsibility of Will Call customers placing orders.
- Contact our Seneca office to get set up with a monitor or for other questions.

Contracting:

- The seasonal contract period is November 1st through April 30th.
- Seasonal contracts are provided annually in early July.
- Full prepay, \$0.50 per gallon deposit, and Level Pay/Budget Billing options available.
- No-Charge and Cash Only customers are only eligible for full prepay contracts.
- Ag Partners will work to deliver as many contracted gallons as possible prior to April 30th to fulfill customer contracts.
- Remaining contracted gallons will be voided and a refund for the unused dollar amount will be issued after April 30th.

Level Pay/Budget Billing Contracting:

- Allows customers to budget with a consistent monthly payment amount.
- Billed monthly August 1st through May 31st annually.
- Includes all requirements and privileges of the Auto Routing program.
- Accounts 60 days past due will be removed from the Level Pay/Budget Billing program.
- Preferred payment for Level Pay/Budget Billing is via ACH or check. Credit card information will not be kept on file.

Special Requests:

- All special requests must be communicated by contacting the Seneca office.
- Auto Routing customers who request a tank to be put "on hold" will come off hold August 1st to allow for summer fill, unless special arrangements are made.
 - Please note: Tanks that remain "on hold" after August 1st may not be eligible for the Summer Fill program.