

**Seneca Office**

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Phone: 785-336-6153
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Hiawatha Office

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St. Marys Office

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Propane Service and Delivery Policies -- Effective 4/1/2024

To ensure that we are efficient and able to offer safe and reliable service we need to ensure that we make every delivery count. To achieve this, our policy includes these minimum requirements.

Delivery Minimums:

- 250-gallon minimum delivery on 500 gallon or larger tanks
- 150-gallon minimum delivery on 250 gallon tanks

Fees (Will Call Customers):

- \$40 – Less than minimum gallon delivery
- \$40 – 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

Credit/Charge Privileges & No-Charge Policies:

- All account paperwork and account setup must be completed **BEFORE** delivery is scheduled.
- Credit/Charge approved accounts are able to be put on Auto Fill status.
- Customers without charge accounts are not eligible for Auto Fill status.
- An account becoming 60 days past due will result in credit privileges being revoked. Additionally, the account will no longer be eligible for Auto Fill status. Unfortunately, these actions will not be reversed in the event of the account becoming current.
- No-Charge and Cash Only customers must have payment before the delivery will be made. We offer cash, credit cards, or check as acceptable forms of payment.

Through investments in technology and systems, Ag Partners offers a variety of options to serve your propane needs. We're thankful for the opportunity to offer these great services focused on efficiency to provide the greatest value.

Auto Fill Program:

- ALL tanks will have a tank monitor installed. This monitor will be installed by Ag Partners at no charge.
- ALL deliveries made will be automatically routed and the tank will be filled to 80%.
- Using information from the monitors, you will be routed when your tank has between 15-30% remaining.
- If you notice your tank is below 15%, please call us immediately so that we have the opportunity to get you filled and ensure the monitor is working correctly.
- Automatically included in the summer fill program.
- Routed delivery helps to ensure that you don't incur any additional fees.

Call In Customers:

- Unlike the Auto Fill program, watching your tank level and ordering propane is your responsibility.
- We target fulfilling your order within 3 business days.
- To avoid additional fees, please place your order when you are at 25%.
- Our priority is ensuring we provide exceptional service to our committed customers. To ensure we achieve this goal, Ag Partners retains the right to decline to service new customers during peak periods.

Summer Fill Program:

- The Summer Fill period, which runs August 1st through October 15th, will be routed per our delivery efficiency system. Unfortunately, we do not accept on demand delivery timing within this program.
- To ensure the greatest efficiency, we will only fill tanks that are at 60% or less of capacity during this program.
- Will-call customers must contact our office to be included in the Summer Fill program.
- Contract period and pricing does not include Summer Fill. Summer Fill is separate from contract.

"Continued on back"

3-Strike Rule:

- If you are a will-call customer and you have had 2 out of gas events, Ag Partners will provide service, however, we will no longer be able to be your propane supplier moving forward. Additionally, payment for the propane and all associated fees is required before we initiate delivery.

We work hard to bring you a variety of equipment and payment options.

Tank Lease Pricing:

- 250-gallon tank = \$60/year + tax
- 500-gallon tank = \$84/year + tax
- 1000-gallon tank = \$108/year + tax

Tank Lease Policies:

- Charge account required for a tank lease.
 - Customers prior to April 1, 2024, are grandfathered in on this policy.
- Accounts 60 days past due will be subject to the revoking of the lease and the tank being removed.
- All leased tanks will include a tank monitor.
- Annual lease fees will be billed October 1st with payment due by November 30th.
- Unfortunately, we cannot prorate partial year leases.
- Ag Partners is not responsible for loss of content due to mechanical failure unless a specified date and time and the percentage of content lost can be agreed upon. Extreme hot and cold weather temperatures can create normal "issues" causing fittings and gauges to leak.

Customer Owned Tanks

- Ag Partners will warranty all propane tank sales for a period of one (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 customer.

Monitors:

- We are pleased to provide tank monitors free of charge to all Ag Partners customers.
 - View your tank levels via the app. Call Eric or Crista in our Seneca office to get set up at (785) 336-6153.
- Please note: Monitors do not replace the **responsibility** of will-call customers placing orders.

Tanks:

- All new customer tanks must be above ground to be serviced, and must pass safety check.
- Shall any tank become unsafe, you will be notified that repair or replacement will be necessary.

Contracting:

- The seasonal contract period is November 1st through May 31st.
- Seasonal contracts are provided around July 1st annually.
- Full prepay, \$0.25 per gallon deposit, and level pay/budget billing options available.
- No-Charge and Cash only customers are only eligible for full prepay.
- Ag Partners Coop reserves the rights to try and deliver as many contracted gallons as possible prior to May 31st to fulfill the customer's contract.
- Remaining contracted gallons will be voided and a refund for unused gallons will be issued following May 31st.

Budget Bill Contracting:

- Removes stress by allowing you to budget with a consistent monthly payment.
- Billed monthly September 1st through July 30th annually.
- Includes all requirements and privileges of the Auto Fill program.
- Accounts 60 days past due will be removed from the Level Pay program.
- Preferred payment method for Level Pay is ACH or check; Credit Card information will not be kept on file.

Special Requests:

- All special requests must be communicated through your service office.
- "On hold" tanks will become active August 1st unless special arrangements are made.
 - Please note: Tanks that remain on hold after August 1st are not eligible for the Summer Fill program.

Thank you for the opportunity to serve your propane needs!

Policies are subject to change. Please refer to our website for most recent updates.

www.agpartnerscoop.com