



CENTRAL REGION COOPERATIVE

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## 2023 Central Region Cooperative Propane Summer Fill Program

CRC will be starting the propane summer fill program in June, 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, past due accounts will need to become current in order to take advantage of the summer fill program. Please note CRC offers remote propane tank monitoring, if interested please inquire at either CRC Energy office.

**TERMS:** **SUMMER FILL DELIVERIES WILL ONCE AGAIN BE INVOICED AT CASH PRICE.** Payment of summer fill deliveries will be deferred until September 25th, 2023. Standard finance charges will be applied if payment is not received before September 30<sup>th</sup>.

### 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 within specific contract periods.

### Options:

- 100% prepay due at contract signing, this locks the committed price per gallon Sept. 2023 through April 2024
- 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
- Unused contract gallons or refusal to take delivery of contracted gallons prior to the expiration date of the contract will result in a penalty calculated by the difference in contract price as stated in this agreement and rack price at the time of contract expiration multiplied by the remaining contract gallons plus .10 cent per gal to be invoiced at the end of the contract period.
- 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](http://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 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. Customers are strongly encouraged to monitor their propane storage tank and call us when your tank is at 20%. Remote propane tank monitors are also very helpful please inquire with either CRC Energy office if you are interested in a remote monitor. 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. If you currently are not on the scheduled fill program and would like to take advantage please call either CRC Energy office.

**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 31<sup>st</sup>
  - 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, if we do not have a full 24 hour window to make a delivery same day delivery fees will apply. Transitioning from a will call delivery to scheduled delivery is strongly encouraged to assist in preventing an expensive propane out of gas situation or after hours delivery, please call either Energy location to become a schedule fill customer. Also please consider a remote propane tank monitor.

## Propane Policies:

- Will call same day delivery requests will be assessed a \$175.00 fee.
- Out of gas calls will incur a \$100.00 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 \$75.00 fee will be assessed for a “2<sup>nd</sup>” trip on an out of gas call.
- Three out of gas situations during the heating season will result in termination of service.
- Below 200 gallon minimum drop charge will be \$75.00.
- New customer/ tank sets require a credit application.
- Signed lease agreement is required for CRC owned propane tanks.

Please call any one of our Energy offices with questions.

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