

O'Connell Oil Acquisition FAQ

Central Farm Service (CFS) is excited to welcome O'Connell Oil customers to our cooperative. We understand transitions often bring questions, and we want to make this process as smooth as possible. Below are answers to some common questions.

General Questions

Why is O'Connell Oil joining Central Farm Service?

This transition allows us to continue providing reliable energy products and trusted service while expanding resources and support available to customers. CFS is committed to delivering the same dependable service you have come to expect.

Will my service change?

Our goal is to make this transition as seamless as possible. Customers can expect continued reliable delivery and service, along with access to additional products, services, and tools through CFS.

Will current O'Connell Oil employees still be involved?

Yes. We are excited to welcome Brandon, Pat and Mark who will be joining CFS.

Products & Services

What products and services does CFS offer?

CFS offers a full range of energy products and services, including:

- Propane (LP)
- Refined fuels
- Lubricants
- Tank installation and service
- Fuel delivery for residential, commercial, and agricultural customers

In addition to energy, CFS also provides agronomy, grain, and feed services across southern Minnesota and northern Iowa.

Billing & Payments

Will my billing or payment process change?

You may notice updates to billing statements, payment options, and account information as accounts transition to CFS systems. If you have questions, please do not hesitate to contact us.

What payment options are available?

CFS offers multiple payment options for customer convenience. Drop off payments, mailed payments, ACH, and credit card payments through the CFS App are all options.

Contracting & Pricing

Does CFS offer propane contracting?

Yes. CFS offers propane contracting options to help customers manage price risk and plan ahead.

What types of contracts are available?

Contract options may include fixed-price contracts, summer fill programs, and other seasonal pricing programs depending on customer needs and market conditions. See Contracting information tab.

Please contact our energy team to discuss the best option for your operation, home, or business.

CFS App & Digital Tools

What is the CFS App?

The CFS App is a convenient digital tool that allows customers to manage their account anytime, anywhere.

With the CFS App, you can:

- View account information
- Pay invoices
- Request fuel delivery or tank service
- Manage and sign contracts
- Access important account updates
- Contact your energy sales representative

How do I access the CFS App?

Customers can access the CFS App online or through a mobile device.

Visit: www.connect.cfscoop.com

Go to www.connect.cfscoop.com and follow the prompts.

Contacts & Support

Who do I contact if I have questions?

Our CFS Energy team is here to help.

Please contact us with questions regarding:

- Account setup
- Billing
- Deliveries
- Contracts
- Service requests

Phone: 507-451-1230

Email: energy@cfscoop.com

Where can I learn more about CFS?

To learn more about Central Farm Service and the products and services we offer, visit:

www.cfscoop.com

We are excited to welcome you to CFS and look forward to serving your energy needs.