

CHERRY ENERGY
Formally Cherry Oil Company

NEW FUEL OIL CUSTOMER POLICIES AND PROCEDURES HANDOUT

Our number one concern at Cherry Energy is your safety. Oil heat is a warm and dependable heat that has stood the test of time. We have a well-trained, safe, dedicated team of associates who are committed to keeping your tank full, your home warm, and your heating equipment operating at its maximum efficiency.

The following company policies have been implemented to ensure your safety and to keep us in compliance with state and local regulations:

1. All new customers are required to complete a customer application. A credit evaluation will be conducted to determine your credit terms.
2. We prefer to fill tanks on an Auto Fill basis. What that means is we will deliver product to you on our delivery schedule, keeping you from running out – as long as you pay your account according to terms.
3. For Call In customers, keep a check on your fuel by measuring the level periodically.
4. For Call In customers, we require a two business day notice when placing your order. On Call In deliveries, a **\$45.00** charge may be added to orders placed without this lead-time. An additional **\$75.00** charge will be added to any delivery made after regular business hours during the week. An additional **\$85.00** charge will be added to any delivery made on weekends or holidays. Fuel prices may be higher for a call in delivery of less than 100 gallons.
5. If you are past due or on C.O.D., no deliveries will be made until cash payment is made up front in our office. All lead-time requirements apply.
6. Out of Product Calls – There is a **\$65.00** fee to restart furnace, plus the cost of whatever parts are needed.
7. We realize that in today's energy market, all petroleum based products have increased due to numerous factors. Although we cannot control the factors contributing to these increases, we can help our customers manage these costs by offering a level payment plan, please contact our office for further information on this program.