

CHERRY ENERGY

NEW PROPANE CUSTOMER POLICIES AND PROCEDURES HANDOUT

Our number one concern at Cherry Energy is your safety. Propane heat is a safe, warm, and dependable heat. 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 propane level by checking the gauge on your tank periodically. Please call us before the gauge reads 20%.
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 **\$65.00** 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. Propane 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 propane deliveries will be made until cash payment is made up front in our office. All lead-time requirements apply.
6. Out of Gas Calls – As per state law, all Out of Gas situations need to be properly tested before the system is put back in service. If you are a Call-In customer, in addition to the above mentioned delivery fees, a service charge of **\$65.00** will be added to Out-of-Gas deliveries. No service charges will apply to an Auto Fill customer who is out of gas, unless the out of gas situation is due to your account being past due. Cherry Energy requires the customer to be present at the time of delivery for the leak test and lighting of pilots to take place. Continued Out-of-Gas calls from Call-In customers may result in our discontinuing service.
7. It is important that you know how to shut off your tank and that you know what propane smells like in case you have a leak. Our service technician will go over some Safety literature at the time of your installation. We strongly recommend that you familiarize yourselves with the information contained in this literature.
8. We will do our best to properly size the propane storage tank according to your estimated annual usage. If your usage falls below our minimum standards - we reserve the right to downsize the tank, charge an annual tank rental fee, or sell you the tank.
9. 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.
10. We also offer a "Level Payment Plan" with Bank draft as an option for payment. Please call the office for details.

L001 10/08