

5/1/16

Leaf River Ag Propane Customers

We appreciate your continued patronage and new customers you refer to us. We urge you to protect yourself from price spikes by either prepaying or going on the budget. When you call to check on prices, let us know that you **own or lease** the propane tank.

CONTRACT INFORMATION:

Included with this mailing is our prepay contract for the next heating season. This offer is available from **now until the end of September**. The contracted gallons must be delivered before **April 1, 2017**. **The price/gallon will not be protected after this date.** **If you are on our scheduled delivery program, the last planned route is in February or March (before road restrictions). If you want a delivery after this to use up your prepay gallons, you must call us for a delivery!!** **Also please note if you are on the route delivery program and you run out of prepaid gallons, we will fill the tank at the current market price.**

We also offer a BUDGET Program. You will be able to budget your payments over 9 months based on your annual usage. We will watch your usage. If you are over the estimated gallons used, then your monthly payments **will** be adjusted so you will not have a large amount due at the end of the budget period. **Sign-up period for the budget program will be August 1, 2016 to August 31, 2016.**

CREDIT POLICY:

- All sales are cash only, credit card, or John Deere Financial.
- No hold checks will be allowed.
- Budget accounts that are not current on regular monthly payments will be removed from the budget plan and put on CASH ONLY basis.

OUT OF PROPANE AND SHORT NOTICE CHARGES:

If you are out of propane **someone must be present** to provide access for our delivery man to your home or business to relight the pilot lights and do a leak check. These procedures are for your safety. **If you run out of propane and disconnect the line from the large tank and connect it to a small tank (example 20# - 100#), we will automatically pick up the leased tank and you will (CONTINUED ON BACK) >**

have to find another supplier. If you are on will call or on a cash only basis and you run out of propane, on the second out of gas situation the tank will be picked up and you will need to find another supplier.

EXTRA CHARGES ARE:

- **\$50.00** for less than 3 days notice for propane delivery.
- **\$90.00** for out of propane charge during our regular working hours.
- **\$180.00** for out of propane charge for after hours, weekends, and holidays.
- **If your tank lease is not paid, no propane will be delivered.**

ROUTE DELIVERY AGREEMENT:

We encourage you to consider the advantages of signing up for our route delivery program. Remove the concern of running out of propane as we will monitor your tank and keep your supply at a working level. **If you owe for a previous fill, we will not deliver on that scheduled route. It is your responsibility to watch your tank level and not run out. Avoid the out of propane and short notice charges listed above.** Remember to identify all your appliances that use propane for our record program.

- **Minimum delivery is 250 gallons or a fill to receive the best price when calling for a delivery.**

SAFETY

Safety inspections are done full time in the spring & summer. This involves a leak check of the entire propane system and includes a flow and lock-up check of the regulators. We will be contacting you in the future to make an appointment or give us a call.

***Please take time to read the enclosed safety pamphlet.**

***Please keep a path to your tank clear of snow, as it improves the delivery conditions. (Thanks to those of you who have kept the paths clear of snow.)**

NEW CUSTOMER REFERRAL REWARD:

Earn **\$25.00** of free propane for this heating season by referring potential customers to us. If that referral results in that person becoming a new customer and we fill their **leased tank** you will have \$25.00 worth of propane delivered with a normal delivery **free**. This offer applies to as many as you can find; just remind them to mention your name when they call us.

This letter covers many questions that are asked during the year. If you have any questions please give me a call at 218-631-1020 or 1-877-446-0050. Thanks again for your business. Have a safe year!

Tim Leyh
(The man with the gas)
Energy Manager