

## DELIVERY POLICY

Minimum Delivery.....200 Gallons  
Same Day Delivery Charge (8-4:30) (M-F) .....\$100.00  
After Hours/Weekend Delivery Charge.....\$150.00  
Out Of Gas Calls (autofill our responsibility).....\$150.00  
Pump Out Charge .....\$50.00 Minimum  
Secondary or Business Tank.....Subject to 5.5% Sales Tax  
Less than 200 gallons.....Subject to Posted Price  
Minimum Usage Fee.....\$.30 Per Gallon

- If a patron purchases less gallons than the stated size of the tank over the course of 12 months (July 1<sup>st</sup> thru June 30<sup>th</sup>) the patron will be charged a fee equal to the tank size minus the gallons purchased times \$.30.

## CREDIT POLICY

- Upon approved credit, the entire balance is due within 30 days of the statement date or the account is placed on a cash basis.
- A finance charge of 1.5% (annual percentage rate of 18%) will be applied to any unpaid balances.
- In the event that collection proceedings must be instituted to collect any balance due, you may be subject to statutory court costs and attorney and other collection fees.
- In the event of a joint account, all parties agree to be bound by the terms of this agreement and each agree to be jointly and severally liable for payment of all purchase made under this agreement.
- Heartland Country Co-op has the right to limit or terminate any charge account, but termination shall not affect the obligation to pay an existing balance.
- Landlords will be billed for all gas in their rental properties.
- Three strikes and you're out (**Tank will be pulled after 3 out of gas calls on non-autofill patrons.**)

*If you have any questions concerning your account, please contact our office.*

**608-634-3184**



### *Our Mission*

*We proudly provide products, services and information to enhance the prosperity of our customers, communities and the Co-op.*



- Heartland Country Co-op has over 35 years of experience in delivering LP to our customers.
- We service residential, commercial, industrial, agriculture and motor fuel propane customers.
- Our drivers and staff are safety trained and certified.
- Our equipment, facilities and programs are regularly reviewed and up to date.
- We value our current customers and look forward to serving new customers.



### **Propane Delivery**

**Heartland Country Co-op**

405 South Main Street, Westby, WI 54667  
Phone: 608-634-3184 • Fax: 608-634-7318  
Toll Free: 877-634-3184

***For after hours emergencies call 608-634-2678***

#### **BUSINESS HOURS:**

8:00 – 4:30 Monday - Friday

Randy Dahlen-General Manager, Greg Pedretti-LP Manager,  
Peggy Fortun-Office Manager



**SERVING VERNON AND  
SURROUNDING COUNTIES**

## 2009 - 2010 Propane Programs



***Autofill Program***



***Autofill Prepay Program***



***Autofill Budget Program***



***Tank Lease & Installation***

***Safety First***

**KNOW THE SMELL  
OF PROPANE**

#### **IF YOU SMELL GAS**

- DO** get everyone out of the home and away from nearby areas.
- DO** attempt to shut off the valve at the tank.
- DO** call your propane supplier.
- DO NOT** use a telephone inside the home or in nearby areas.
- DO NOT** attempt to find the leak.
- DO NOT** attempt to repair your appliance or light your pilot light.
- DO NOT** turn on or off light switches inside the home.
- DO NOT** light matches anywhere inside or near the home.

## AUTOFILL PROGRAM

### Advantages to using our Autofill Program;

- "Autofill" service is knowing your tank will always have supply when you need it.
- You will receive the autofill price advantage.
- It is understood that the autofill program is based on your regular consumption of LP and that you are to notify us of any abnormal conditions that may change your LP consumption. We will calculate dates when deliveries are due on a basis that will provide a reserve supply in your LP tank to guard against errors and miscalculations. We will not, however, be responsible for exhaustion or failure due to accidents, inability to obtain sufficient supply or similar causes, which are beyond the reasonable control of the Company.
- In case of failure to comply with our established credit terms, your autofill may be discontinued without notice.
- If you have an alternative heat source, like wood or a heat pump, it might not be possible to calculate autofill.
- You are also to notify us, in writing, if and when you desire to have the autofill program discontinued for any reason.

**SAVE** 10¢ per gallon  
Join the Autofill Program  
WE WILL KEEP YOUR TANK FULL

## AUTOFILL PREPAY PROGRAM

Prepay your Propane gallons and "Lock" the price at

**\$1.42 per gallon**

### Advantages to using our Autofill Prepay Program;

- Prepay lets you lock in a propane price for the gallons you wish to buy ahead for the year.
- Autofill service is knowing your tank will always have supply when you need it.

### Details of the Autofill Prepay Program;

- **Payment for your prepay gallons must be made by August 28th.**
- Minimum 200 gallons purchase.
- Prepaid gallons will be used for your first delivery after August 28th thru July 30th. Any gallons not used by July 30th will be credited to your general account and cannot be carried over.
- Accounts must be current to participate in this program.
- All prepay participants will be on a 12 month autofill.
- If you have not bought LP at this residence for a full year your LP usage may be understated.
- Prepay deliveries will be fills, customer will be charged market price if not sufficient prepay funds to cover a full delivery.
- Contracted price is locked in, if market fluctuates.

**PROPANE**  
EXCEPTIONAL ENERGY®

## AUTOFILL BUDGET PROGRAM

### Advantages to using our Budget Program;

- Pay a like amount each month rather than one large bill at the time of delivery.
- Autofill service is knowing your tank will always have supply when you need it.
- You will receive the autofill price advantage.

### Details of the Budget Program;

- **You must sign up prior to August 28th. The first payment will be due at that time.**
- Prior credit approval is necessary.
- Monthly payments will be figured based on previous usage history. If you are a new customer and have no history, we will use average figures from a comparable residence.
- Your budget plan will be reevaluated during the heating season to make sure your monthly payments are meeting your LP consumption. If adjustments are to be made, notification will be the monthly statement only.
- All accounts will be reconciled in June and a final billing made.
- All accounts must be current to participate in the Budget Program.
- If two budget payments are missed, your budget will be cancelled and all future deliveries must be paid at the Westby office before delivery will be made.
- Gas will be priced at current posted price at time of delivery with the autofill price advantage.
- All Budget Program participants will be on a 12 month autofill.
- If you have not bought LP at this residence for a full year your LP usage may be understated.

**New  
This Year**

*The autofill prepay program allows you to pay for up to a full years usage (summer and winter deliveries) at a locked in price. We continue to deliver LP based on degree days and we will fill your tank as needed throughout the year.*

**New  
This Year**