

PROPANE/FUEL DELIVERY POLICY

1. Any customers that do not have a CONTRACT **must give a 2-3 day lead notification and** be called in during the week (Monday–Friday). Late call-ins Friday after 4 p.m. will be delivered the following Monday, unless otherwise specified and will be subject to delivery charges.
2. With the exception of busy times of the year such as planting, harvest, and drying season which require extended service, we would like to have normal deliveries made Monday–Friday.
3. All customers who have contracts will be considered a KEEP FULL account. Contracted gallons will be used first before all other deliveries unless arrangements are made with the office.
4. All first-time deliveries must be paid for at the time of delivery unless credit approval has been given.
5. A cash discount of \$.10 cents per gallon (over 200 gal) will be allowed on bulk propane purchases if your account is current and your purchase is paid within 10 calendar days of delivery, or if you have a credit balance. Fuel discounts are 4 cents (150-799 gal) 5 cents (800-1199 gal) and 6 cents (1200 gal and up). Discounts may change without notice and will exclude contracts/special pricing.
6. All accounts will have the option to prepay for winter contracts, apply money to their account or comply with the cash terms and credit policy.
7. **Rental Properties:** There will be no crediting of gallons, by UPI Petroleum, to the landlords or tenants. Once the product is paid for it will be up to the landlord to settle with the tenant. Any leased tanks shall be leased to and paid for by the landlord.
8. **Same Day Delivery:** will be assessed a **\$100.00 minimum** delivery charge over if needed the same day and above the regular charge price of the product delivered . Weekend, holidays, or after normal working hour deliveries will pay a **\$205 minimum** delivery charge over and above the regular charge price of the product delivered. Any further services needed will be an additional charge depending on the time spent.
9. **Minimum Orders:** are 200 gallons of LP (tank size 500 plus) or 100 gallons of heating fuel. Any deliveries made for less than minimum will be billed at charge price and do not qualify for the cash discount also delivery charges will be assessed and must be paid for at the time of delivery before any product will be pumped.
10. **Tank Access Fee (clear path free of debris and snow removal) \$50 min.–\$150**
11. **Out-of-Gas Propane:** Customers not on a contract will be charged an additional **\$55.00** leak check. If the customer is not home and prior arrangements have not been made for the leak check to be performed, the delivery will not be made. Additional charges will be assessed if another trip must be made. Customers who run out twice in a season will be asked to find another supplier.
12. Our employees have the right to refuse delivery if an unsafe condition exists.