



## POLK-BURNETT PROPANE SERVICES, INC

1001 State Road 35, Centuria, WI 54824

7298 State Road 70, Webster, WI 54893

✉ [propane@polkburnett.com](mailto:propane@polkburnett.com); website [www.polkburnett.com](http://www.polkburnett.com)

800-421-0283; Fax 715-646-3394

### Account Information

Acct #

Prior 12 month gal deliveries:

Account balance: \$

(Account must be current to contract)

Tank ownership

Your account is:

## Contract or Budget?

### 2016-17 PRE-BUY CONTRACT

#### Return contract and full payment

- Minimum purchase per contract is 300 gallons
- Completed contract is honored if returned with full payment
- **If you are making an on line payment, contracts must still be submitted by due date**
- Use price above to complete contract
- Auto-fill delivery option does not end at end of contract unless you contact us in writing
- Additional terms, information and delivery options on back
- Contract pricing will not apply if you sign up for our Budget Plan

**-OR-**

### 2016-17 BUDGET PLAN

Your Monthly Budget Payment has been calculated at:

\$

per month if returning your completed enrollment form and first payment.

(Payment amount is based on your previous 24-month average.)

- No late fees or finance charges if monthly payments are made on time. Auto-pay and online payment options available
- You will receive a monthly statement
- Budget amount may be adjusted periodically to avoid large catch-up amounts in the summer
- Contract pricing does not apply for our Budget Plan. You will always pay less than our current truck price but still have protection from skyrocketing prices with our 2016-17 capped price of **\$1.40 per gallon**
- Budget enrollment form and terms are found on the back of Pre-Buy Contract coupons
- **Please read the Budget Provisions to see if you qualify for our Budget Plan**

*All of us at Polk-Burnett Propane would like to take this opportunity to thank you for your continued patronage. We strive to provide you with the best service possible at a fair price.*

## Contract terms

Our contract is available to anyone with a 250-gallon tank or larger. You will need to purchase a minimum of 300 gallons during any of our contract offers. The contract **expires April 30, 2017** and contracted gas will be delivered through this expiration date. Any remaining pre-buy gallons not *delivered* by this date will appear as a *dollar credit* on your account.

- **Important: Once the contract is set up on your account, any deliveries made must come off contract first. After contract gallons are used up, additional deliveries will be made to you at the current truck rate.**
- You will not be notified when your pre-buy gallons are gone.
- All deliveries must be tank fill-ups if contracted gallons are available. If contract gallons do not cover entire delivery, a minimum of 250 gallons (requested by you at time of delivery) or a fill is required.
- A copy of your contract will not be mailed to you unless requested.
- There is a 10% cancellation fee of the total contract amount, if contract is cancelled before the expiration date.
- All contracts are non-transferable to other accounts or locations.
- No contracts or payments will be accepted over the phone.

## Additional information

- Annual tank rental fee will be charged only if we do not deliver 50% of the tank capacity per year.
- All roads and driveways must be plowed and/or sanded during winter months and made accessible for our delivery trucks and also have no overhanging branches. We also ask that you keep a path shoveled and snow cleared on and around your propane tank.
- Polk-Burnett will not be held responsible for any property loss or uncontrollable circumstances such as malfunctioning gauges, regulators, gas piping and other related products; or damages to personal property that may occur due to an empty tank or freeze up for a non-delivery due to an outstanding account balance.
- Polk-Burnett delivers gas and performs complete leak testing. However, we do not perform any inside service work. We recommend that this work be conducted by local, certified contractors.
- Polk-Burnett also recommends that you employ the service of a caretaker if you leave your property for more than one day.
- It is our intention to provide you with the propane you need at a fair and reasonable price. If, however, there are additional costs for wholesale propane or transportation assessed to Polk-Burnett, we have the right to change your contract accordingly so the propane business does not incur financial losses. Possible reasons could be, but are not limited to, pipeline failure, railcar transportation costs, terrorist activities, acts of God, or anything else that would cause our wholesale supplier to alter our costs.

## Delivery options provisions

**AUTO DELIVERY:** Deliveries are scheduled by Polk-Burnett in an effort to maintain uninterrupted gas service at your residence or business **providing your account is current. Auto delivery will continue even after the contract expires, or until we receive written notification.** Once contracted gallons are used up, additional deliveries are made only if prior delivery is paid in full regardless of auto-delivery status. If you have an alternate heat source, electric, wood, pellet or corn, etc., or have been notified by Polk-Burnett that your account must be on a will-call status, it has previously been determined that the auto-delivery plan will not work effectively with your account.

**Remember Auto Delivery is just an estimate.** It uses past history and outdoor temperatures in estimating your tanks percentage. If you have heavy, sporadic or inconsistent usage, this will throw the estimate off. So we ask you to check your tank periodically and call or email us with updated tank percentages if there are any changes and/or spikes in usage. We also request you keep us updated on the addition or removal of propane appliances, or if an alternate heat source is being used. If you'd like the added assurance that your propane tank will not run empty when you're not there, we do have tank monitors available for installation. Call us for fees and details.

**WILL CALL:** Deliveries are initiated by you, the customer. This plan is designed for customers using an alternate heat source, heating seasonal homes/structures with intermittent usage. You are required to give a five work-day notice when the tank gauge reads 20-30%. If an immediate delivery is needed, Polk-Burnett will do its best to accommodate, however extra charges may be assessed. Out-of-gas calls require any prior deliveries to be paid in full and someone to be at the location or Polk-Burnett will not deliver any gas. When an out-of-gas situation occurs, a certified leak test must be performed per NFPA regulations; extra charges will apply.

**~Changing your delivery option can only be done with a written or emailed request~**



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## 2016-17 PRE-BUY CONTRACT

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

} *Please print or use address label*

### Account Information:

Customer Acct: \_\_\_\_\_

### Please Update:

Daytime Phone # \_\_\_\_\_

Email: \_\_\_\_\_

I am contracting \_\_\_\_\_ gal. x \_\_\_\_\_ /gal. = \$ \_\_\_\_\_ x \_\_\_\_\_ = \_\_\_\_\_ - \_\_\_\_\_ = \_\_\_\_\_  
(300 gal. or more) (price) (5.5% sales tax) (Less any credit) (TOTAL)

**ALL payment types (check, cash or credit card) will need to be made by the customer:**

\_\_\_\_\_ **Check/Cash**

\_\_\_\_\_ **Credit Card** payment made by you at [www.polkburnett.com](http://www.polkburnett.com) and going to **Pay Propane Now**

**PLEASE NOTE:** New users to the online propane payment system **or current auto-pay customers** (for either propane or electric accounts) will need to **register as a new user** at our propane website using your nine-digit propane account number prior to making your online contract payment. Due to Payment Card Industry Regulations we are unable to view any current card numbers currently linked to your Propane or Electric account, therefore all payments will need to be made by you-the customer.

**Return completed form and full payment for 300 gallons or more.  
 (Contract must be submitted by due date to be honored, regardless of payment type.)**

**X** \_\_\_\_\_ / \_\_\_\_\_  
Customer Signature Date

By signing this you acknowledge that you have read and agree with the terms of our contracts.

**~REMINDER: changing your delivery type can only be done with a written or emailed request~**

# BUDGET PLAN

When you sign up for our Budget Plan, your payments will be estimated and spread over several months, beginning with your enrollment date through June of the following year. This plan will automatically renew after our July catch-up month and you will be notified of your new payment amount at that time. Additional benefits are that your price per gallon will always be less than the current truck price; and if propane costs should skyrocket you have peace of mind knowing you will never pay more than our capped price of **\$1.40 per gallon**. This amount is determined each July.

## Budget Provisions

- You must either have a credit or a zero balance at time of enrollment.
- You must make three payments (or the financial equivalent) prior to first delivery.
- You must have at least a 250-gallon tank or larger and get at least two deliveries per year.
- You will be removed from the plan by missing two consecutive monthly payments.
- If you are removed from the Budget Plan, or decide to drop out, any balance plus finance charges will be due at that time. You may re-enroll at the start of the next Budget Plan.
- Budget Plan is subject to approval and certain restrictions may apply.
- Our Budget Plan cannot be used for pre-buy contracts.

## Additional information

- Monthly payments are based on an average of your previous 24-month history multiplied by the capped price.
- Credits on your account prior to enrollment, will not reduce the number of payments, but will reduce monthly payment amount.
- Accounts will periodically be reviewed and payment amounts adjusted to avoid large catch-up bills due in July of each year.
- Monthly budget estimated payments are based on actual propane only. (No parts, labor, special trips, leak tests, etc.)
- You will always pay less than the current truck price at the time deliveries are made to you throughout the budget season. The capped price of \$1.40 per gallon is used to determine monthly payment amount.
- Monthly billing statements will be mailed the first of each month; payment due date is always the 15<sup>th</sup> of the month.
- This plan is continuous and will automatically renew after July's catch-up statement is paid.
- Please contact us if you'd like a register to help keep track of your payments and deliveries.
- You can make online payments at: [www.polkburnett.com](http://www.polkburnett.com) then **Pay Propane Now** or we can set up automatic payments for you.

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✂ (RETURN COMPLETED LOWER PORTION, KEEP UPPER PORTION FOR YOUR RECORDS) ✂

## **BUDGET PLAN ENROLLMENT FORM**

**We have an online payment option. You can make your monthly budget payment (due on the 15<sup>th</sup> of each month) online by going to our website [www.polkburnett.com](http://www.polkburnett.com) and then *Pay Propane Now*, or call us to set up auto payments.**

Customer Name, ID or Acct # \_\_\_\_\_ Phone update: \_\_\_\_\_ / \_\_\_\_\_  
Property Address: \_\_\_\_\_ Daytime phone # \_\_\_\_\_ cell phone # \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_ Email address: \_\_\_\_\_

Your monthly budget payment has been calculated at: \$ \_\_\_\_\_ per month

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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**~REMINDER: Changing your delivery type can only be done with a written or emailed request~**

**2016-17 CAPPED BUDGET PRICE: \$1.40**