

DELIVERY OPTION: WILL CALL

I HAVE ELECTED MY DELIVERY OPTION TO BE ON WILL CALL. I UNDERSTAND THAT REQUIRES ME TO GIVE CPP 7-10 CALENDAR DAYS NOTIFICATION FOR DELIVERY, AND I ALSO ACKNOWLEDGE THE SPECIAL DELIVERY CHARGES THAT CAN INCUR IF I RUN OUT OF PROPANE.

I HAVE READ THE CPP WILL CALL DELIVERY POLICY AND HAVE RECEIVED A COPY FOR MY RECORDS.

Customer Name (PRINT)

Customer's Signature

Date

WILL CALL POLICY

WILL CALL Customers Please DON'T RUN OUT OF GAS!

It could be costly \$ and disruptive to your account!

Per Connecticut state code, Connecticut Propane must have and enforce an **"OUT OF GAS POLICY"**. If you order gas well before you run out or if you are on **AUTOMATIC DELIVERY**, you will not be affected by this policy.

Effective immediately, **if you run out of gas**, we will make a fuel delivery but we will be required to disable your propane system until a service technician is available to perform a pressure test on your gas piping and restore all gas pilots at your home or business. In order to do this, you must make arrangements to allow us into your home or business. These services will be performed during our normal working hours of 8:00AM to 4:00PM, Monday through Friday. Your account will be charged a minimum \$120.00 or more for this restoration service. Additional charges will apply for restoration services exceeding one hour in duration, off hour services and special fuel delivery charges. Restoration service scheduling may take a week or more depending on the time of year and other scheduling service work.

To avoid the above charges, please do the following:

Do not let your propane tank run out of gas. Order gas when your tank is reading between the range of 30% to 40%. When your tank gauge is within this range, **ORDER GAS** immediately.

If your tank reading is below 20%, immediately curtail your gas use until you receive your fuel delivery. Tanks that do not run out of gas and lose working pressure will not have to be visited by our service technicians. Doing this will avoid the above charges and service disruptions. (Turn heating thermostats down, do not operate fire logs, use gas grill do not dry clothes, turn off pool heater, etc.)

AUTOMATIC DELIVERY SERVICE: If you have a steady and predictable gas use rate, i.e. central home heating, hot water heating or 24 hour a day thematically controlled zone heating, clothes dryer or gas cooking, consider using our automatic delivery service. Automatic delivery customers are rarely subject to the above charges.

This Out of Gas Policy is necessary to comply with our Insurance Company, as well as state and federal code requirements and to avoid the dangers associated with an out of gas situation at customer locations.

CPP WILL CALL DELIVERY POLICY

Under **WILL CALL** delivery, **YOU** are responsible for scheduling fuel deliveries. Please monitor your fuel inventory level and provide 7 to 10 business day notification to our Dispatch Department. Your delivery will be made within this time period during our next regularly scheduled delivery route in your geographic area. No special delivery charges will apply. You should initiate a **WILL CALL** delivery when your tank

reading reaches 30%- 40% inventory level OR call at a higher percentage level if you believe your propane tank will run out of gas within the next 7 business days.

SPECIAL DELIVERY CHARGES:

In the event that you require delivery in a time period sooner and we cannot accommodate your delivery with one of our regularly scheduled routes, the fuel delivery will be subject to an exclusive vehicle use charge per the following schedule:

TIME OF DAY	HOURLY RATE	MINIMUM NUMBER OF HOURS
8:00 AM – 4:00 PM	\$225.00	1
Guarantee Next Day	\$150.00	N/A
4:30 PM – 8:00 AM	\$350.00	1
Saturday	\$375.00	1
Sunday	\$375.00	1
Holidays	\$450.00	1

The exclusive vehicle use charge will be calculated from the time the driver leaves (or comes in to perform) his regular route and returns (or completes the return trip) to his regularly scheduled route. The elapsed time will be used to calculate the actual special delivery charge. The only time we will not assess these special delivery charges to you is when we are able to perform your delivery during a routine delivery trip.

*****EACH DELIVERY IS MADE ON A CASE BY CASE BASIS. CONNECTICUT PROPANE RESERVES THE RIGHT TO CHANGE PRICING OR POLICY AT ANY TIME.**