

Welcome to Rowley Fuels & Propane

We are delighted that you have chosen us as your heating & energy provider. This packet contains important information to get your account set up and to insure that you have all your questions answered. Please review the information, complete and sign both sides of the first page and return to us, the others are for your records.

Included in this packet:

New Customer Process (Schedule inspection to get specific information for your location) & Fee Schedule (Ex: After Hours & Special trip \$100 each)

Safety Information (In the case of a leak: Call our office immediately ***893-7952***)

Installation & Account Setup

Pricing Plan Options (Pre-buy, Budget plans are available with approved credit starting in July)

Credit Application (Complete & sign our credit form or ask your financial institution for a letter of reference)

Delivery Information: Regular delivery day _____ Automatic delivery Y / N

Customer Name: _____ Account Number: _____

Billing Address: _____ Delivery Address: _____

Home Telephone: _____ Work Telephone: _____

Email Address: _____ Type of Furnace: _____ Hot Air _____ Hot Water

Customer Agreement

I have received & understand all the above listed information. I wish to open an account with Rowley Fuels & Propane. I understand that the information provided may be updated periodically and the updates will be available upon request or by electronic or written notice when appropriate. I understand that my account will remain open until such time as I provide written notice of dis continuance.

Customer Signature

Date



CREDIT APPLICATION

Customer Name: _____

Place of Employment: _____

Employer Phone: _____

References: (Names, Addresses, Phone Numbers, Account Number)

Bank: _____ Account #: _____

Address: _____ (Or a letter of reference from bank)

Phone No.: _____

Credit References:

Name:	Name:
Address:	Address:
Phone #:	Phone #:
Acct #:	Acct #:

Previous Fuel Supplier: _____ Size of tank: _____

Current fuel level in tank: _____ Other Appliances: _____

Interested in: Budget? Pre-Buy? Automatically bill Credit Card? Automatic Delivery

The undersigned customer does hereby authorize and give consent to ROWLEY FUELS, INC, its representing agents and/or attorneys to access their consumer credit file and to thereby obtain any reports necessary for the purpose of verifying credit history, securing financial arrangements, reviewing/monitoring account(s), collection action, or for any other legitimate purpose associated with this or any future service or transaction pursuant to 9 V.S.A.2480(e) and 2480(g).

I wish to open a charge account with ROWLEY FUELS, INC. I understand that the terms are 'net' thirty days from date of purchase. I further understand that a finance charge of 1 1/2% per month will be added to all accounts past due (Annual Rate 18%). I also agree that any fees incurred in collecting my account may be added to the balance due.

Signature: _____ Date: _____



Thank you for choosing Rowley Fuels as your new fuel dealer.

Rowley Fuels is a family-owned, full service, Energy Company in Milton, VT. We have been serving customers in Chittenden, Franklin and Grand Isle counties for more than 35 years.

We offer a complete line of petroleum products for delivery and a full service department.

#2 Fuel oil, Diesel, Kerosene, Off-Road, Gasoline, and Propane are available in several delivery options. Deliveries are at market price on the day of delivery. Special pricing like budget plans, pre-buys and prompt payment discounts help to give you the best value for your heating dollar. Our certified efficiency technicians can provide information on the latest models or help keep your current system running in tip top shape.

We also have:

Refer A Friend Program:

Ask your friends to mention your name when they open a new account.

We will send you a thank you gift for 1 referral and a customer appreciation gift for 5 referrals.

Furnace and Monitor Service:

Our service department offers efficiency maintenance, modernizations, and 24 hour emergency service. We would be happy to give you the latest information about low environmental impact equipment that can save money on your heating bill and we will quote the job at no charge.

Gas/Diesel Pumps:

In addition to delivery options, we also have a terminal on River St. in Milton where you can use your Debit, MasterCard, Visa, or Rowley Fuels card to pump gasoline or diesel. Ask us if you are interested in a Rowley Fuels gas card.

Mini Storage:

Do you need some extra storage space? We have both 10x10 and 10x20 storage units available in Milton for monthly rental.

We are always happy to answer questions, and help meet all your heating needs. We look forward to serving you.

The Staff at Rowley Fuels

ROWLEY FUELS & PROPANE SERVICE FEES

NO TUNE-UPS ON SATURDAYS

TUNE-UP – Regular	\$165.00	*APRIL – SEPTEMBER
	\$200.00	*OCTOBER – MARCH
Mobile Home T-UP	\$225.00	*APRIL – SEPTEMBER
	\$250.00	*OCTOBER – MARCH
Monitor Tune-Up (Every 3-4)	\$650.00	*APRIL – SEPTEMBER ONLY

SERVICE CALL \$100.00/HOUR \$150.00 OVERTIME

*******HOLIDAYS ARE DOUBLE-TIME - \$200.00/PER HOUR*******

SPECIAL TRIP \$100.00 \$150.00 (WEEKENDS)

Saturday Deliveries (WINTER ONLY) *December - March

Please take note: The delivery price is based on the **MARKET PRICE DAY OF DELIVERY** not the day on which you schedule a delivery. Please allow at least 24 hour notice for delivery unless agreeing to pay additional charges.

Seasonal-Unoccupied Homes

No matter how you heat your home, maintaining your heat to a certain level is critical. Freeze-ups in an occupied/empty or unoccupied dwelling or home can cause expensive losses. Water from broken pipes can flood a house in a matter of hours causing structural damage to the house and loss of personal property.

Protect your home against frozen pipes and water damage that can occur from loss of heat. Arrange for supervision of your home if you plan to be away from the premises for any length of time.

It is better to be safe than sorry.

FUEL DELIVERY LINES

As our valued customer, we would like to make you aware of a potential problem that could occur with an unprotected fuel delivery line. These unprotected fuel delivery lines are made of copper and, if in contact with concrete or below ground, may deteriorate, resulting in a line leak. In the event of such a leak, oil could be released, causing environmental damage that will require a costly cleanup.

To avoid this potential expense, we suggest that you have your fuel delivery lines inspected and replaced with a sleeved line if necessary.

Contact us to assist you with this upgrade.

Tips for maintaining your Home Heating System: Prevent Leaks and Spills

Whether it is your car, home, or heating system, regular maintenance is key to preventing problems.

Cleaning up oil leaks from home heating systems can be expensive. The average cost can range between \$20,000 and \$50,000, with some cleanups costing significantly more. Here are ways to save money, help prevent leaks and spills, and protect the environment.

Annually:

- o Visually inspect tank, piping, and fuel delivery line. If a leak is detected please notify us

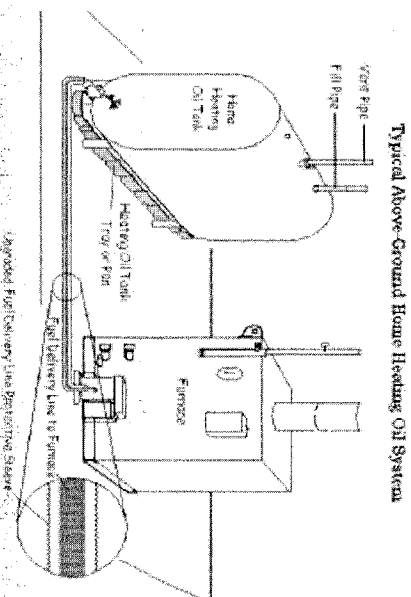
Have us:

- o Clean the furnace and repair or replace damaged parts. A well-maintained furnace means lower fuel bills and cleaner emissions.
- o Each fall, inspect the vent pipe to ensure that it is free of obstructions and that an audible signal (whistle) is on the vent. Oil company personnel listen for the whistle to help avoid overfills.

When appropriate:

- o Remove abandoned fill and vent pipes immediately.
- o Clearly mark the location of the tank's fill pipe.
- o Install an oil **safety valve** or replace the fuel delivery line with one encased in a **protective sleeve**. These are inexpensive upgrades.

Remember, the older the heating system, the more vulnerability to failure. Consider upgrading to a modern, fuel-efficient system.



NOTE: New customers will need their tanks inspected before the first delivery to ensure the safety and integrity of their system.

Red Tagged Tanks

If a tank is unsafe to fill, it may be red-tagged and placed out of service. Red tagging a tank will indicate that the tank is not in compliance and poses a risk of leaking or spilling. A fuel dealer is prohibited from filling a red tagged tank. The Vermont Agency of Natural Resources maintains an online database of red tagged tanks.

Learn more at vermontfuel.com/tank



If you live in Vermont and need to replace your fuel oil tank, financial assistance may be available.

Find out about new fuel tank rebates, grants and loans at vermontfuel.com/tankassist

Fuel dealers are prohibited from filling a tank if it fails to meet the following safety standards:

- ▶ The tank must be on a stable foundation.
- ▶ It must have a working vent alarm (whistle).
- ▶ Both the fill pipe and the vent pipe must have a minimum diameter of 1-1/4 inch.
- ▶ If below grade or buried in concrete, the fuel line between the tank and the burner must be either plastic coated copper or sleeved.
- ▶ A fuel oil tank can not be filled if it has leaks, drips, pitting, rust, dents, cracks or corrosion.

More information about fuel tank regulations can be found at vermontfuel.com/tank

Make sure your tank is safe to fill. Contact your heating fuel dealer to schedule an inspection.

This message is brought to you by the Vermont Fuel Dealers Association in cooperation with the Vermont Agency of Natural Resources and the National Oilheat Research Alliance.

VFDA
vermontfuel.com

VERMONT
AGENCY OF NATURAL RESOURCES
Department of Environmental Conservation

NORA
National Oilheat Research Alliance

Aboveground Storage Tank Regulations

Vermont law requires aboveground heating oil and kerosene storage tanks to be inspected **at least once every three years.**

These inspection requirements ensure your tank is safe to fill.



The Vermont Agency of Natural Resources regulates the design, installation and inspection of fuel oil tanks.

The regulations provide spill prevention and inspection requirements for property owners and fuel suppliers.

- All new tanks must have a gauging device.
- The vent pipe must terminate outside the building and the vent alarm or "whistle" must terminate near the fill pipe.
- The fill pipe and vent pipe must have a minimum diameter of 1-1/4 inch with a waterproof and insect proof cap. The pipe must be minimum schedule 40 steel or brass pipe that complies with NFPA 31.
- Plastic coated copper *and* protective sleeves are required on new fuel lines installed below grade or on concrete.
- New multiple tank systems are required to have separate fill pipes, vents, and alarms.
- A solid concrete pad is required for all new tank installations. The foundation must be at least 4 inches in depth and sized to have a footprint that exceeds the length and width dimensions of the tank by a factor of 10 percent.
- Shutoff valve must be within 12 inches from fuel outlet.
- All new installations of single walled steel tanks can not be less than 12 gauge in thickness. New fiberglass tanks must be double walled if they are placed outdoors. Single walled fiberglass tanks can be installed indoors.
- Indoor tanks located in a floodplain must be securely anchored or attached to a foundation of steel or concrete. This is recommended but not required for outdoor tanks. Find out if a property is located in a floodplain by entering the address on the FEMA Map Service Center website: msc.fema.gov/portal
- An outdoor tank can not be installed below the eaves of a building unless a shelter is built to protect the tank from falling snow and ice. A shelter is recommended, but not required, for an outdoor tank installed at the gable end of the building.



more information About Vermont's Aboveground Storage Tank Regulations

Inspection of Tanks

Fuel dealers are required to inspect a tank prior to the initial delivery of fuel to a new customer. Any problems identified during the inspection which indicate a significant risk of a spill must be corrected before the fuel is delivered. The owner of the tank is required to have their tank inspected at least once every three years by a certified tank inspector.

Stable Foundation

All indoor and outdoor aboveground fuel oil tanks must be on stable foundation to prevent the tank from tipping over or they can not be filled. The tank must be free-standing, not tilting, with no contact with the ground. **On July 1, 2030, all tanks in Vermont — even those installed before 2017 — are required to be on a solid concrete pad.** Skid tanks can not be located within 25 feet of a drinking water supply or within 25 feet of surface water.

Transferring Fuel

Fuel from an old tank can not be transferred to the new tank, *unless* the old tank is in poor condition, leaking, or likely to be leaking. If pumped into a replacement tank, it must be treated with a fuel conditioner. Unused fuel in old tanks that is not burned prior to new tank installation or is not treated by a fuel conditioner must be disposed of in accordance with Vermont's Hazardous Waste Management Regulations.

Removing Tanks

Vermont law requires the removal of a fuel oil tank, fill pipe and vent if the heating system is converted to natural gas. A property owner that fails to comply may be liable for any spill. In all other instances, the tank and piping must be removed if it is out-of-service for more than one year.

Under no circumstance may a disconnected fill pipe be left in place.

This is a partial list of requirements for NEW tank installations.

Learn more at vermontfuel.com/tank