



## Welcome to Rowley Fuels & Propane!

**PLEASE MAKE SURE YOU FILL OUT THE REQUIRED "IN BOLD" INFORMATION AND RETURN ASAP**

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 ensure that you have all your questions answered. Please review the information, complete, sign and return to us.

Included in this packet: **1<sup>ST</sup> PAGE (FRONT AND BACK) NEEDS TO BE COMPLETED AND RETURN TO OFFICE)**

- New customer process (Schedule inspection to get specific information for your location)
- Fee Schedule (Ex: Leak Test & Special Trip Charge: \$100 each)
- Safety Information (**In case of leak or smell of propane: Extinguish smoking materials, open flames or sparks - 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: also known as a VOD**)
- Delivery Information: Regular delivery day \_\_\_\_\_ **Automatic delivery: Y / N**
- Customer Owned Tank (information & signature page)
- Underground structures (must be identified by Dig Safe (811) or clearly marked before we can excavate – Rowley Fuels Propane is not responsible for damage to underground structures that are not identified prior to excavation)

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 and 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 discontinuance.



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:  Automatic Delivery

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

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: \_\_\_\_\_



## Propane Service Fee Schedule - (8/1/2021-7/31/2022)

Item	Charges
Security Deposit	\$ 0.00
Inspection (not associated with installation of Rowley Fuels)	\$ 100.00
Tank Installation (1 <sup>st</sup> tank installation at location is free)	\$100.00/hr.
Service Diagnostics	\$ 100.00
<b>Leak or Pressure Test (not associated with initial installation)</b>	<b>\$100.00</b>
<b>After Hours Delivery</b>	<b>\$250.00</b>
Meter Reading (not associated with delivery)	\$ 100.00
Tank Lease	\$ 0.00
<b>Special Trip Charge</b>	<b>\$100.00</b>
Insufficient Funds Fee	\$ 25.00
Disconnect Due to Non-payment	\$ 200.00
<b>Early Service Termination &amp; Tank Removal (&lt; 1 Year after tank Install)</b>	<b>\$200.00</b>
Pump out	\$100.00/hr.
Tank Removal at Discontinuation >1yr of Service (Does not include pump out of remaining product)	\$ 0.00
Late Payment Finance Charge (after 60 days)	1.5%
Equipment Reconnection	\$100.00
Fuel Surcharge:	\$3.00

These prices will remain in effect until 07/31/2022. Installation and repair for appliance quotes are upon request. Payment is expected at time of delivery. You will be required to submit a credit application that is satisfactory to Rowley Fuels Propane before initiating a credit or automatic delivery account. This disclosure is in addition to the terms and conditions of any agreement between Rowley Fuels Propane and you, the customer.

Advice on buying propane gas is available on the Vermont Attorney General's Consumer

Assistance Program. Website: [www.uvm.edu/consumer](http://www.uvm.edu/consumer)



***Thank you for choosing Rowley Fuels as your new propane 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 30 years.

**We offer a complete line of petroleum products for delivery:**

#2 Fuel Oil, Kerosene  
Low sulfur diesel, Off Rd diesel  
Gasoline  
Propane

**Financing Programs:**

**Budget plans:** Plans run from July thru May (11 months) and require an approved credit application or deposit. Monthly budget amounts are calculated based on your estimated annual use and estimated average yearly price/gal. Deliveries are made at market price.

**Pre-Buy Plans:** Are available annually during the summer. Payment in full secures gallons for deliveries during the winter (Nov 1 thru April 1)

**Service Contracts:** Include a preventive maintenance, labor for regularly scheduled and emergency service and 15% discount on all parts used.

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 key fob to pump gasoline or diesel.

**Mini Storage:**

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.

P.O. Box 21, 789 Route 7 South, Milton, VT 05468 • (802) 893-7952 • Fax (802) 893-3201 • Email [info@rowleyfuels.com](mailto:info@rowleyfuels.com)



## Important Information on starting your new propane service

### Propane Above Ground Tanks

- Schedule a no-cost inspection - This allows us to anticipate any changes or parts that might be needed. (customer owned tanks are subject to inspection fee)
- Schedule installation and any needed upgrades - Installation is free, upgrades will be quoted.
- Contact your old company to close account. - This is best done in writing, either through email or mail. Please send a copy of the notice to us (info@rowleyfuels.com or PO Box 21, Milton)
- Send in credit application/new customer form - Choose the type of delivery (Will call or Automatic), payment or pre-buy plan. We will contact you once your application has been accepted.
- At installation - Your tank will be set 20% full. Please pay the technician for the first fill. Our truck will come by sometime in the next 2-3 days to complete the fill.

### Propane Underground Tanks

- Schedule a no-cost inspection - This allows us to assess the integrity of your tank and anticipate any changes or parts that might be needed. (customer owned tanks are subject to inspection fee)
- Send in credit application/new customer form - Choose the type of delivery (Will call or Automatic), payment or pre-buy plan. We will contact you once your application has been accepted.

### IF your tank is in good condition and less than 10yrs old

- Contact your old company to close account. - This is best done in writing, either through email or mail. Please send a copy of the notice to us (info@rowleyfuels.com or PO box 21, Milton). Once we receive this notice, we will contact the company to arrange a tank swap.
- Schedule regulator swap out and any needed upgrades - changing regulators is free, upgrades will be quoted.
- Schedule your delivery

### IF your tank is in poor condition or more than 10yrs old

- Contact your old company to arrange tank pick up. - This is best done in writing, either through email or mail. Please send a copy of the notice to us (info@rowleyfuels.com or PO Box 21, Milton).
- Schedule tank installation and any needed upgrades - installing the tank is free. Rough excavation is \$600 if performed by Rowley Fuels & Propane. Excavation can be provided by customer or customer contractor. Upgrades required will be quoted. Rough excavation **does not** include raking, top soil or reseeding. You will need to contact **Dig Safe** to verify the excavation area is free of other underground lines or services.
- At installation - We will excavate the area, place the tank and back fill to rough grade (this does not include topsoil or reseeding). Your tank will be set 20% full. Please pay the technician for the first fill. Our truck will come by sometime in the next 2-3 days to complete the fill.

**Future Service** - If you have any problems, please contact us right away. We can install new furnaces and appliances; perform preventive maintenance and emergency service. We will do our best to help.

**Terminating service** - If you need to terminate your account, we ask that you send us a letter or email so that we can work with you to make the necessary arrangements. **Please be aware that there is a fee to pick up tanks that have been at your location for less than a year (see fee schedule for current pricing).** Underground tanks can be swapped or removed and site returned to rough grade (does not include topsoil or reseeding).



## Propane Frequently Asked Questions

**Can I add a tank to my system?** – Yes. Sometimes more tank capacity is needed due to equipment changes or delivery issues. Propane tank locations are subject to state regulations. Our technician will come to your location to review your equipment requirements and determine the best tank options for you. The first installation is provided at no cost. Installing additional tanks will be charged at regular labor costs.

**Can I change the color of my tank?** – Unfortunately, No. Our propane tanks are designed to meet the federal safety regulations. We do not allow customers to modify tanks in any way.

**Can I move/unhook my tank?** – Our certified technicians can move, unhook and reconnect propane tanks to accommodate construction, landscaping, seasonal use, etc. We do not allow uncertified persons to move, disconnect, reconnect, or otherwise tamper with our tanks. Unauthorized tampering places customers at increased risk of harm and can result in termination of service.

**I am selling or moving, what happens to the propane in my tank?** - Contact us to schedule a tank reading and complete a “Property transfer form”. You can choose to be reimbursed at the current market price (or purchase plan agreement) or gift the propane to the new resident. Propane companies require this information in writing to ensure the transfer is completed accurately.

**What is considered “early termination”?** – Early termination is defined as discontinuation of service less than 1 year after the date a tank was placed into service. Each tank installation requires more than one year of active deliveries to avoid “early termination” fees.

**Can I put a cover on or hide my tank?** – Propane tanks must have adequate venting and allow access for deliveries. Enclosed buildings and covers do not meet federal safety requirements. Shrubs or lattices may be used as a screen if they do not block access for the delivery driver. Please contact our office to discuss options BEFORE investing in screening. Blocked or unsafely covered tanks will be locked out until they can be safely returned to service.

# Important Propane Safety Information for You and Your Family



## IF YOU SMELL GAS

- 1. NO FLAMES OR SPARKS!** Immediately put out all smoking materials and other open flames. Do not operate lights, appliances, telephones, or cell phones. Flames or sparks from these sources can trigger an explosion or a fire.
- 2. LEAVE THE AREA IMMEDIATELY!** Get everyone out of the building or area where you suspect gas is leaking.
- 3. SHUT OFF THE GAS.** Turn off the main gas supply valve on your propane tank if it is safe to do so. To close the valve, turn it to the right (clockwise).
- 4. REPORT THE LEAK.** From a neighbor's home or other nearby building away from the gas leak, call your propane retailer right away. If you can't reach your propane retailer, call 911 or your local fire department.
- 5. DO NOT RETURN TO THE BUILDING OR AREA** until your propane retailer, emergency responder, or qualified service technician determines that it is safe to do so.
- 6. GET YOUR SYSTEM CHECKED.** Before you attempt to use any of your propane appliances, your propane retailer or a qualified service technician must check your entire system to ensure that it is leak-free.

## CAN YOU SMELL IT?

Propane smells like rotten eggs, a skunk's spray, or a dead animal. Some people may have difficulty smelling propane due to their age (older people may have a less sensitive sense of smell); a medical condition; or the effects of medication, alcohol, tobacco, or drugs.

**ODOR LOSS.** On rare occasions, propane can lose its odor. Several things can cause this including:

- The presence of air, water, or rust in a propane tank or cylinder. The passage of leaking propane through the soil



**Since there is a possibility of odor loss or problems with your sense of smell, you should respond immediately to even a faint odor of gas.**

## PROPANE GAS DETECTORS

Under some circumstances, you may not smell a propane leak. Propane gas detectors sound an alarm if they sense propane in the air. They can

provide an additional measure of security. You should consider the purchase of one or more detectors for your home.

**GUIDELINES** regarding propane gas detectors:

- Buy only units that are listed by Underwriters Laboratories (UL).
- Follow the manufacturer's instructions regarding installation and maintenance.
- Never ignore the smell of propane, even if no detector is sounding an alarm.

## APPLIANCE MAINTENANCE

**LEAVE IT TO THE EXPERTS.** Only a qualified service technician has the training to install, inspect, service, maintain, and repair your appliances. Have your appliances and propane system inspected just before the start of each heating season.

## DO NOT TRY TO MODIFY OR REPAIR

Valves, regulators, connectors, controls, or other appliance and cylinder/tank parts. Doing so creates the risk of a gas leak that can result in property damage, serious injury, or death.

## CO AND YOUR SAFETY

### WHAT IS CARBON MONOXIDE (CO)?

You can't taste or smell CO, but it is a very dangerous gas. High levels of CO can come from appliances that are not operating correctly, or from a venting system or chimney that becomes blocked.

**CO CAN BE DEADLY!** High levels of CO can make you dizzy or sick. In extreme cases, CO can cause brain damage or death. Symptoms of CO poisoning include: headache, dizziness, fatigue, shortness of breath, and nausea.

## ! IF YOU SUSPECT CO IS

### PRESENT, ACT IMMEDIATELY!

- 1.** If you or a family member shows physical symptoms of CO poisoning, get everyone out of the building and call 911 or your local fire department.
- 2.** If it is safe to do so, open windows to allow entry of fresh air, and turn off any appliances you suspect may be releasing CO.
- 3.** If no one has symptoms, but you suspect that CO is present, call your propane retailer or a qualified service technician to check CO levels and your propane equipment.

## CO DETECTORS CAN IMPROVE SAFETY.

For an extra measure of safety, consider installing a CO detector listed by UL on each level of your home.

## TO HELP REDUCE THE RISK OF CO POISONING:

- Have a qualified service technician check your propane appliances and venting systems annually, preferably before the heating season.
- Install UL-listed CO detectors on every level of your home.
- Never use a gas oven or range-top burners to provide space heating.
- Never use portable heaters indoors unless they are designed and approved for indoor use.
- Never use a barbecue grill (propane or charcoal) indoors for cooking or heating.
- Regularly check your appliance exhaust vents for blockage.

## RUNNING OUT OF GAS



### DON'T RUN OUT OF GAS.

**SERIOUS SAFETY HAZARDS, INCLUDING FIRE OR EXPLOSION, CAN RESULT.**

- If an appliance valve or a gas line is left open, a leak could occur when the system is recharged with propane.
- If your propane tank runs out of gas, any pilot lights on your appliances will go out. This can be extremely dangerous.
- **A LEAK CHECK IS REQUIRED.**

In many states, a propane retailer or a qualified service technician must perform a leak check of your propane system before turning on the gas.

## LIGHTING PILOT LIGHTS

### IF A PILOT LIGHT REPEATEDLY GOES

**OUT** or is very difficult to light, there may be a safety problem. **DO NOT** try to fix the problem yourself. It is strongly recommended that only a **QUALIFIED SERVICE TECHNICIAN** light any pilot light that has gone out.

**YOU ARE TAKING THE RISK** of starting a fire or an explosion if you light a pilot light yourself. Carefully follow all of the manufacturer's instructions and warnings concerning the appliance before attempting to light the pilot.