



## Welcome to Rowley Fuels

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:

- New customer process (Schedule new customer tank inspection your location)
- Safety information

**(In case of leak: call our office immediately \*\*\*893-7952\*\*\*)**

### Account Setup

- Pricing Plan Options (Pre-buy plans start in November - budget plans are available with approved credit starting in July)
- Verification of deposit letter - ask your financial institution for a letter of reference or a copy of your credit report
- Delivery Information: Regular delivery day \_\_\_\_\_ Automatic delivery: Y/ N
- Customer Owned Tank (information & signature page)

### 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.

**Signature:** \_\_\_\_\_



NEW CUSTOMER FORM

Customer's Name: \_\_\_\_\_ Phone number: \_\_\_\_\_

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

Billing Address: \_\_\_\_\_

Physical Address (if different): \_\_\_\_\_

Previous Fuel Supplier: \_\_\_\_\_ Size of tank: \_\_\_\_\_ Current fuel level in tank: \_\_\_\_\_

Heating type: Boiler? \_\_\_\_\_ Furnace? \_\_\_\_\_

Please indicate if you are interested in the following: Budget plan? \_\_\_\_\_ Pre-Buy plan? \_\_\_\_\_

Auto pay? \_\_\_\_\_ Automatic Delivery? \_\_\_\_\_

**If payment is received within 5 days – you will receive .06 off per gallon**

**If you participate in the auto pay and auto delivery program – you will receive .10 off per gallon**

IF YOU WOULD LIKE TO ESTABLISH “CREDIT TERMS” WITH ROWLEY FUELS, INC. PLEASE CONTACT YOUR BANK TO REQUEST A VOD (VERIFICATION OF DEPOSIT LETTER). THE VOD NEEDS TO STATE: DATE ACCOUNT WAS OPEN – ACCOUNT IS ACTIVE - # OF OVERDRAFTS WITHIN THE LAST 12 MONTH.

**PLEASE NOTE: IF YOU PREFER TO REMAIN A “CASH” CUSTOMER – YOU ARE UNABLE TO PARTICIPATE IN OUR AUTO DELIVERY AND/OR BUDGET PROGRAM.**

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).

**PLEASE SIGN THE APPROPRIATE LINE BELOW:**

I wish to **open a charge account** with ROWLEY FUELS, INC. I understand that payments are ‘net’ thirty days from date of delivery/purchase/service work performed. I further understand that a finance charge of 1.5% 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: \_\_\_\_\_

If you would like to **remain a cash customer** with ROWLEY FUELS, INC. I understand that payment is due before each delivery or before any service work is performed.

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.

## 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:

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

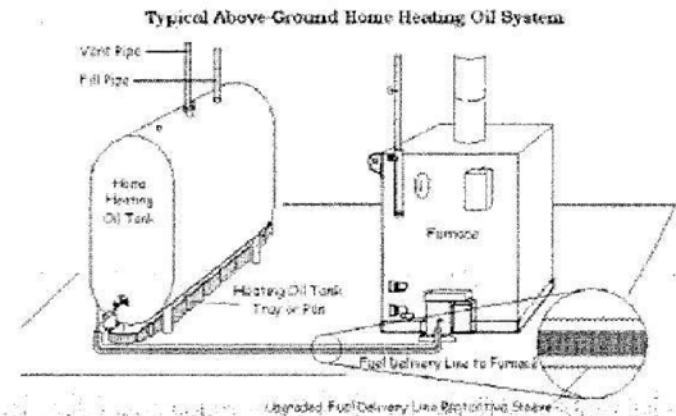
Have us:

- Clean the furnace and repair or replace damaged parts. A well-maintained furnace means lower fuel bills and cleaner emissions.
- 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:

- Remove abandoned fill and vent pipes immediately.
- Clearly mark the location of the tank's fill pipe.
- 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.

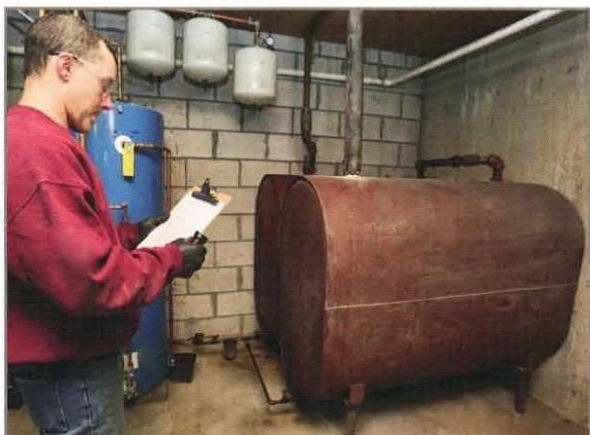


**NOTE:** New customers will need their tanks inspected before the first delivery to ensure the safety and integrity of their system.

## 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](http://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](http://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](http://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](http://vermontfuel.com)

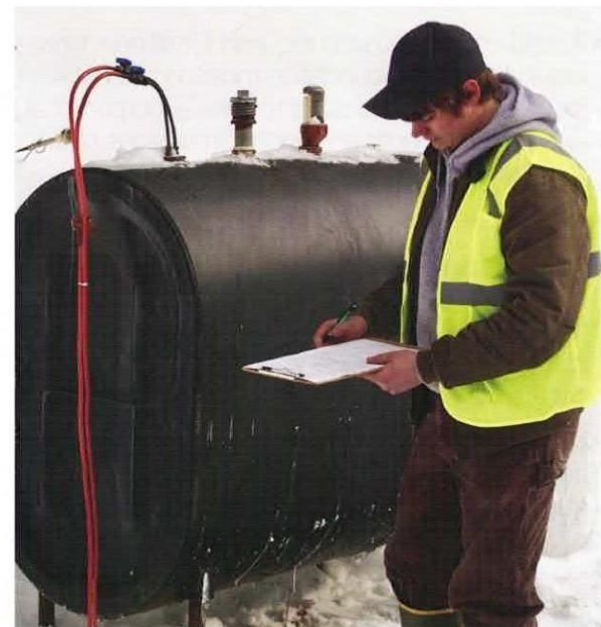
 **VERMONT**  
AGENCY OF NATURAL RESOURCES  
Department of Environmental Conservation

**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.

# Rowley Fuels and Propane pricing (Valid July 1st 2023- June 30th 2024)

Payment is required prior to any service work or deliveries without credit terms.  
If you would like to establish credit terms, please contact our office @ 802.893.7952.  
Installation and repairs quotes available upon request.

Advice on purchasing propane is available on the website of the Vermont Attorney General's Consumer Assistance Program

## Propane services

- Inspection - \$125.00  
(Customer owned tank)
- Meter reading - \$ 125.00
- PMT (annual cleaning) - \$125.00/hr.
- Leak/pressure test - \$100.00
- Equipment disconnection - \$125.00
- Equipment reconnection - \$125.00
- Disconnection/reconnection - \$200.00  
(non payment)
- Additional tank installation - \$125.00/hr.  
(not associated with first tank install)
- <1 year early termination - \$200.00
- >1 year termination - \$0.00

## Labor rates & office hours

Business hours - \$125.00/hr.  
After hours/weekends - \$200.00/hr.  
Holidays - \$250.00/hr.  
(Labor rates do not include parts)

June 1st - September 30th  
Monday - Friday 8:00 am - 4:00 pm

October 1st - May 31st  
Monday - Friday 8:00 am - 4:30 pm

November 1st - March 31st  
Open Saturdays 8:00 am - 12:00pm

## Additional fees

- Insufficient funds fee - \$30.00
- Late payments - 15% fee
- 3 year tank inspection - \$0.00

## Fuel services

Tune up - (regular)  
April - September - \$265.00  
October - March - \$300.00

Tune up - (Mobile home)  
April - September - \$375.00  
October - March - \$425.00

Tune up - (Monitor)  
April - September only - \$975.00

## Delivery information

Special trip charge  
(Minimum of 100 gallons)

Business hours - \$125.00  
Nights/Weekends - \$200.00  
Holidays - \$250.00

Propane leak test (run out) \$100.00  
Fuel pump out \$250.00/hr