



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 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 (Call us to schedule inspection/safety check and to retrieve equipment information off your equipment).
- Fee Schedule
- 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 and fixed Budget plans are available with approved credit starting in July)
- Verification of deposit - ask your financial institution for a letter of reference or credit report
- 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 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

Primary account holder: _____

Other household Member's: _____

Phone number: _____ Email address: _____

Billing Address: _____

Physical Address (if Different): _____

Previous Fuel Supplier: _____ Size of tank: _____

Current fuel level in tank: _____ Appliances: _____

Heating type: Boiler? _____ Furnace? _____

Please indicate if you are interested in any of the following programs:

Budget plan _____ Pre-Buy _____ Fixed pricing _____ Auto pay _____ Auto delivery _____

ESTABLISHING "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 PROPANE, 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. (Initial here) _____

If you would like to **remain a cash customer** with ROWLEY PROPANE.- I understand that payment is due before each delivery or any service work is performed. (Initial here) _____



Thank you for choosing Rowley Propane as your new propane dealer.

Rowley Propane 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 40 years!

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

#2 fuel oil, on road and off road diesel, kerosene, gasoline and propane are available for delivery. 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 OFFER:

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 key fob.

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.



Propane Service Fee Schedule (8/1/2023-7/31/2024)
Labor rates – (Does not include parts) \$125.00/hr.

Special trip charge

Monday – Friday 8 am – 3 pm	\$125.00
Nights and weekends	\$200.00
Holidays	\$250.00
Leak test + minimum of 100 gallons	\$100.00

Preventative maintenance tune – up	\$125.00/hr.
Security deposit	\$0.00
Inspection (not associated with installation of a Rowley Fuels tank)	\$125.00
Additional tank installation (1 st tank install at location is no charge)	\$125.00/hr.
Service diagnostics	\$125.00/hr.
Meter reading (not associated with delivery)	\$125.00
Tank lease	\$0.00
Insufficient funds fee	\$30.00
Late payment finance charge (after 30 days)	1.5%
Equipment disconnection/reconnection	\$125.00/trip

Early service termination & tank removal	(<1 year of Service)	\$200.00
Tank removal at discontinuation >1 year of service (Does not include pump out of remaining product)		\$ 0.00

Pump Out	\$250.00/hr
----------	-------------

Disconnect/reconnect – (due to non-payment)	\$200.00
--	-----------------

Fuel Surcharge \$3.00/trip

These prices will remain in effect until 7/31/2024. Installation and repair for appliance quotes are available 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 website of the Vermont Attorney General’s Consumer Assistance Program, www.uvm.edu/consumer <<http://www.uvm.edu/consumer>> (Click on Propane Advice).

Propane above ground tanks

- Schedule a no-cost inspection - This allows us to anticipate any changes and 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 Will call or Automatic and let us know if you are interested in a payment or pre-buy plan. We will contact you once the review process is completed.
- 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 Will call or Automatic and let us know if you are interested in a payment or pre-buy plan. We will contact you once the review process is completed

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 and upgrades will be quoted or you can arrange for the excavation. We are happy to schedule the installation on the same day as the tank removal with at least one week notice. Rough excavation does not include top soil or re-seeding.
- At installation - We will place the tank in the excavated area and supervise the backfilling process. 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. If Rowley Fuels Propane provides the excavation, we will dig the hole and back fill to rough grade (no top soil or seed) at the quoted price.

Future Service - If you have any problems with your system please contact us right away. We offer 24 hr emergency service. If you wish to add to or upgrade your current system, we install new furnaces, boilers and appliances, perform preventive maintenance and provide assistance to plan for remodeling projects. We will do our best to help.

Terminating service - If you need to terminate your account please 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 will be removed and site returned to rough grade (this does not include topsoil or reseeded).

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

- **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.
- **LEAVE THE AREA IMMEDIATELY!** Get everyone out of the building or area where you suspect gas is leaking.
- **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 to the right (clockwise).
- **REPORT A 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.
- **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.
- **GET YOUR SYSTEM CHECKED.** Before you attempt to use any of your propane appliances, your propane retailer or qualified service technician must check your entire system to ensure that it is leak free.

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 the faint odor of gas.

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.

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.

Important Propane Safety Information for you and your family continued

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!!

- 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.
- If it is safe to do so, open windows to allow entry of fresh air, and turn off any appliances you suspect releasing CO.
- If no one has symptoms, but you suspect that CO is present, call your propane retailer or 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 burner to provide space heating.
- Never use a portable heater 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.

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.

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 TECHNICIAN** light any pilot light that has gone out.

YOU ARE TAKING A RISK of starting a fire or 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.