

PROPANE PREPAY FOR 2018 – 2019

Dear Patrons,

We would like to thank everyone for their business. As a customer of River Country Co-op, you are a stockholder/owner of the company. As a stockholder/owner you share in the benefits, compared to other propane suppliers. We have been in business for over 60 years and our drivers have over 75 years of experience. We encourage you to check out your company's services and benefits at www.rivercountrycoop.com.

On the enclosed sheets you will find our program for the 2018–2019 propane heating season. Please read the information carefully so you understand the changes and new options. *Please call when your tank reaches 30%. This will give us time to make the delivery on your regular route day, as it may take one week to deliver.*

This year we have two contracting periods. Our first period begins now to July 27, 2018 and **payment for the first period is due by July 27, 2018**. Both of the contract period prices run from September 1, 2018 until March 31, 2019. In the event the contract price for the second period is lower, you will receive the lower price. This insures you can use your contract when the cool nights start in September and have the benefit of lower prices when the winter heating season ends in late March.

The second contracting period runs from August 1, 2018 to August 31, 2018, and **payment is due by August 31, 2018**. No letters will be sent for the second period. If you wish to wait and contract your propane during the second period, please call our office for the prepay contract price. Remember, if the price increases during the second period you will pay the higher price.

The price of propane can skyrocket due to supply issues caused by the cold weather. If these conditions are present this coming winter, we could see prices increase. Your best protection is to prepay. If you cannot pay the full amount all at once, we do have a budget prepay plan.

**If you have any questions please call our main office at
(715) 723-2828 or 1-800-828-9395.**

THANK YOU FOR YOUR BUSINESS.

June 18, 2018

River Country Co-op wants you to know that we are concerned about propane safety. As your propane supplier, ensuring the safety of you and your family is our greatest concern. Propane, when used properly, is a safe, cost-effective, clean burning, convenient and efficient energy. As with other fuel types, it is extremely important to respect, understand and know how to safely use your propane system.

The state has adopted the National Fire Protection Association's standard 58 and other standards and codes as the guidelines for retailers of home-heating propane within the state to follow. The state requires that all service and delivery of home-heating propane be done so under these guidelines.

It has been reported to us by our insurance company that most home-heating propane problems result from "interruptions of service" incurred by propane heating customers. State law requires that when an "interruption of service" occurs, the complete piping system must be checked for leaks. Our board of directors has mandated that we take an active approach to safe propane delivery and diminish the amount of "interruptions of service" that are experienced by our home-heating customers. Therefore, our goal will be to target "zero interruptions of service" for future home-heating propane deliveries.

This goal can be achieved by two methods. One is for our drivers to keep a close watch on customer tanks on a regular basis and ensure that they do not run out of propane ("scheduled delivery"). The other is for the customers themselves to keep a close watch on their gauges and notify us when they are running low on propane. These two steps should guarantee that outages will not occur. We encourage all of our customers to be on the driver's "scheduled delivery" list.

It is our company policy that all new customers, tenant changes, and any interruptions of service have a leak test performed on the system. A responsible adult who has access to the home must be present when this test is conducted. If the customer is not home when our driver arrives, he will not leave propane. After a leak test has been performed, our driver will put the system back into service by lighting all pilot lights before he leaves. If deficiencies in the customer's system are found, the system will be locked out and red tagged and there will be no delivery of propane until the deficiencies are corrected. Rental owners must contact us whenever they have a tenant change so we can perform a safety inspection on the system, deliver safety information to the new tenant and perform a leak test on the system.

Furthermore, it is very important you contact us whenever you make changes to your propane system and appliances. This applies to any and all work you perform or work that you authorize someone else to perform. We need to be aware of these changes so we can come out and inspect the system to ensure that it has been done correctly and perform all applicable tests to ensure that there are not any leaks.

When propane is delivered, our drivers are instructed to look for any noticeable defects in your external piping. We also will be checking to see if the manufacturing date of your pressure regulator(s) is past the manufacturer's recommendation for replacement. Any discrepancies our driver finds will be brought to your attention and we will schedule a time to fix the discrepancies.

Included in this mailing is a propane safety brochure. We ask that all members of your family and people living in your home read the brochure. We also ask that you retain the safety material in the event of an emergency. If you do not understand the information in the brochure or have questions regarding their content, please contact us immediately so that we can answer any questions you might have. It is imperative that all members of your family and those living in your home understand the properties and characteristics of propane, the hazards and risks associated with the handling and use of propane, the appropriate methods for safely using propane and what to do in the event of a propane leak.

You should be aware that the odorant added to propane, giving propane its distinctive smell, can fade or diminish in intensity. In addition, there are certain physical limitations or conditions that might prevent you from smelling a gas leak. You may not smell the odorant while you are sleeping and may not smell a leak in a remote location, where no person is present to smell the odorant, such as in a basement. Also some people do not have the ability to detect by smell the odorant. If you cannot detect the smell of the odorant in propane or if you wish to have one, we have combustible gas detectors available for you to purchase and use in your home. If you or anyone else living in your home is unable to detect the smell of the odorant in propane, it is imperative that you have a combustible gas detector installed in your home, which can be purchased at River Country Co-op.

Thank you for your assistance. Together, we can make "propane safety" a common goal. Please contact your energy service professional with any questions. Thank you for your patronage.

RIVER COUNTRY CO-OP 2018-2019 PROPANE (LP) PREPAY CONTRACT

Your account number, Gallons used from 6/1/17 to 6/1/18 and Pre pay Credit Balance (if you have one) are listed on line above your name. If pre pay price goes down after you received letter you will receive lower price.

Account #: Gallons Used: Credit Balance:

Name:

TERMS AND CONDITIONS ARE ON THE BACK SIDE OF THIS FORM

OPTION #1: FULL PAYMENT

GALLONS CONTRACTING _____ (MUST BE AT LEAST 250 GALLONS)
(MULTIPLY BY THE PRICE BELOW)

PRICE PER GAL **\$1.37** (Add .20/Gal to tanks under 250 gallons)

If pre pay price goes down after you contract your L.P. you will receive lower price.

Remember to call when your tank reaches 30%, so we can make a timely delivery.

TOTAL \$ _____

LESS (Credit Balance - SEE ABOVE) \$(_____)

AMOUNT PAID \$ _____ (CHECK # _____)

OPTION #2: BUDGET PLAN

GALLONS CONTRACTING _____ (MUST BE AT LEAST 500 GALLONS)
(MULTIPLY BY THE PRICE BELOW)

PRICE PER GAL **\$1.47** (Add .20/Gal to tanks under 250 gallons)

Remember to call when your tank reaches 30%, so we can make a timely delivery.

TOTAL: \$ _____

LESS (Credit Balance - SEE ABOVE) \$(_____)

AMOUNT DUE \$ _____ DIVIDE BY 7 PAYMENTS

PAYMENT AMOUNT \$ _____ DUE 15TH OF EACH MONTH
(No Statements will be sent)

FIRST PAYMENT IS DUE WITH THIS CONTRACT BY JULY 27, 2018

**CONTRACT MUST BE SIGNED (ON OTHER SIDE) AND THIS FORM FILLED
OUT AND RETURNED WITH PAYMENT BY JULY 27, 2018.**

MAIL TO: River Country Co-op, 1080 W. River Street, Chippewa Falls, WI 54729
(715) 723-2828 or 1-800-828-9395

**RIVER COUNTRY CO-OP
2018-2019 PROPANE (LP) PREPAY CONTRACT
TERMS AND CONDITIONS**

1. **Your account MUST be current and in good standing. A delinquent account will not be allowed to participate in the pre pay program.**
2. Minimum contract is 250 gallons for *payment in full* option and 500 gallons for *budget plan* option. (Note: 20 cents per gallon will be added to all tanks under 250 gallons)
3. **Contract period is from September 1, 2018 to March 31, 2019.** Customers should have a summer fill prior to September 1st.
4. Price is set by seller upon written acknowledgement the day the contract is initiated.
5. **The contracted price of LP is guaranteed for this prepay contract only and only during the delivery time specified in #3. If our current price per gallon drops below the contracted price after September 1, 2018 you will receive the lower price.**
6. Seller is not responsible if all contracted gallons are not used by the contract expiration date and **is not obligated to deliver less than the minimum delivery amount to finish the contract.**
7. Seller warrants that the product is free and clear from all claims, liens, encumbrances and penalties.
8. Prepay Budget Plan contracts must be kept current and in good standing. **If contract goes delinquent at any time, the contract will be cancelled.**
9. Contract price only applies to the amount of gallons contracted. Any additional gallons will be billed at the current price.
10. Excess dollars left on contract after contracting period ends (March 31, 2019) will remain on account, unless customer requests refund. No refunds will be given prior to end of contract date, unless an address change is out of our market area or new residence does not use LP gas.
11. The seller is not liable for delay, default, or impossibility on its part due to an act of God, the public enemy, governmental restraints, regulations, shortages, riots, strikes, lockouts, machinery break downs, civil disturbances or any nature or act happening beyond its control. In the case normal LP terminals are not used, a freight increase may be added to the cost of the LP Gas.

Contract Must Be Signed

BY SIGNING, I UNDERSTAND THE TERMS AND CONDITIONS OF THIS CONTRACT.

CUSTOMER

River Country Co-op Representative

DATE