



Our Family Keeping Your Family Warm Since 1952

Delivery Options

AUTOMATIC FILL (Auto-Fill) DELIVERY OPTION – (CREDIT APPROVAL REQUIRED)

Automatic Fill means we will automatically refill your tank on a set, repeating schedule. We base this schedule on weather and usage history during the winter months. Once the Auto-Fill choice has been made, the account must remain on Auto-Fill for one-year. The account will remain on Auto-Fill until the CUSTOMER notifies Collett Propane to be removed from the Auto-Fill Program.

This option is for WINTER MONTHS ONLY (August 1 – May 1). No automatic deliveries are made during the summer months. Auto-Fill customers may contact us to request a fill in the summer when prices are traditionally lower.

Deliveries to customers with PAST DUE BALANCES are suspended. If a delivery is skipped because of a balance due, the account MAY BE SUBJECT to additional fees in “out of gas” situations. Customers are responsible for all gas delivered while being delivered on Auto-Fill, even in the case of moving. If you plan to move, please notify Collett Propane BEFORE the next scheduled delivery.

OR

WILL-CALL DELIVERY OPTION

Will-Call means you are responsible to check tank levels on your own and contact Collett Propane to order fuel. Collett Propane requests that you CALL WHEN THE TANK IS BETWEEN 20% - 30% to ensure timely delivery without disruption in service. Deliveries are NOT GURANTEED on the same-day. Collett Propane is in certain areas, during specific days of the week. You will be told IN WRITING of your delivery day. The order must be placed PRIOR to delivery day. Deliveries placed ON YOUR DAY, will have to wait UNTIL THE FOLLOWING WEEK. Emergency fees and Minimum Fill fees apply in certain circumstances:

MINIMUM FILL FEE - \$50 – This happens when a customer orders fuel and DOES NOT meet a minimum fill requirement. Each tank has a different minimum fill amount. YOU WILL BE INFORMED by Collett Propane staff.

There are some fees that can accrue to any account. We list them here to help you avoid them:

- **Driveway Access Fee - \$50** (if we have to come back a second time to make a delivery due to overgrowth of vegetation, untreated snow-covered driveways, un-leashed dogs or other obstructions).
- **Out of Gas Fee - \$50** (applies to Will-Call customers or Auto-Fill customers with past-due invoices). When a tank RUNS OUT OF GAS, the \$50 fee is added because a driver MUST conduct a leak check. DELIVERY HAPPENS ON YOUR REGULAR DELIVERY DAY. The customer MUST BE HOME for an out of gas delivery. Customers not home, will be subject to an ADDITIONAL FEE of \$100 for a Service Technician to make a return trip to the home.
- **Emergency Fill Fees - \$150 - \$300** (This fee does not apply to Auto-Fill customers without past due balances.)

Account # _____ Signature _____ Date _____

Xenia: 1525 Burnett Dr.
Xenia, OH 45385
937-372-9194

Lebanon: 1245 South St. Rt. 42
Lebanon, OH 45036
513-228-1424

Wilmington: 6611 West St. Rt. 73
Wilmington, OH 45177
937-382-1624