

Customer to retain copy and send original back, (signed) **086301**



INCORPORATED

Pre-Purchase Agreement

(Print Date) (Qty. Ytd.) (Qty. Lyr.) (Qty. Lyr2)

By enrolling in this optional program the above listed customer agrees to pre-purchase propane to be used on or before April 30th of next year. Delivery shall be made in full fills, based on the tank size to the locations currently served. Title to propane shall pass to the customer at the time the propane is delivered. This agreement must be completed and returned with the appropriate payment within two weeks of the date printed above. The current account balance indicated in this agreement is your balance as of the date this agreement was printed and is subject to change to reflect recent charges or payments.

The gallons and Fuel Rec./HazMat fees indicated in this agreement are an estimate based on past usage. If you would care to make any changes to the information below, contact us and we can usually do this over the phone with you. The dollar credit remaining on May 1st of next year will be applied to your account for use as an in-house credit only. Any additional Fuel Rec./HazMat fees charged for the actual number of deliveries received will be considered in your ending account balance credit or amount due. Refer to the back of this agreement for other terms, conditions and safety information.

Plan A.) Full Payment Plan

Form for Plan A calculation: (Gallons) x \$ (Per Gallon) + \$ (Propane Cost) Fuel Rec. HazMat: x \$7.89 = \$ (Sub-Total) + \$ (App. Tax) + \$ (Current Bal.) = \$ (Total)

Plan B.) Three Payment Plan

Form for Plan B calculation: (Gallons) x \$ (Per Gallon) + \$ (Propane Cost) Fuel Rec. HazMat: x \$7.89 = \$ (Sub-Total) + \$ (App. Tax) + \$ (Current Bal.) = \$ (Total) \$ (Due June 1st) + \$ (Due Aug. 1st) + \$ (Due Oct. 1st)

Payment Method & Signature

(Customer Signature) agrees to the above on: / / \$ (Payment Amt.) (Check No.)

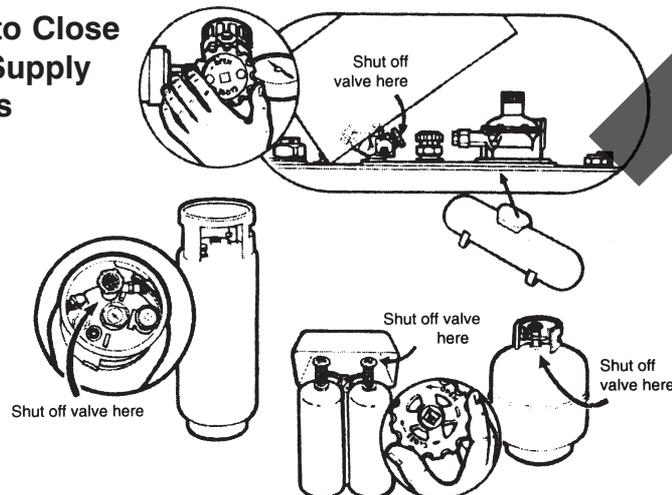
M/C or Visa: # (Credit Card Number) / / (Mo. / Yr.) (Code)

Office Use: / / (Date Received); (Check No.); \$ (Amount); (Emp. Initials)

- Milton (800) 822-8046 Sayner (877) 445-3292 Rochelle (866) 562-5999 Kaukauna (800) 747-1060 Waupun (800) 320-0375 Sturgeon Bay (888) 909-4888

Conditions:

1. **Propane Dispatch.** There are two forms of dispatch with Courtesy Fill being the most popular method. Utilizing degree-day technology; the Company schedules delivery based on prior delivery patterns while adjusting daily in accordance with the temperature. Will Call is the other option available to customers who prefer to call us when they need a delivery. All Customers are required to periodically check their gauges especially with inconsistent use patterns including conservation and extreme weather conditions. Will Call Customers are to exclusively monitor their own propane tank gauge and contact us when it reaches no less than 30% of tank capacity, allowing 10-days to respond. The cost per gallon for Will Call service may be greater than Courtesy Fill for customers. Will Call dispatch service requires that we lock the fill-valve for both Company and Customer owned tanks to assure no other company is filling the tank.
2. **Propane Delivery.** The Company sells by the gallon and delivers its propane through state inspected meters that are annually measured for accuracy. An invoice showing the beginning/ ending meter read, total quantity delivered and total amount to be paid by Customer is printed with each delivery. This invoice will be left in a convenient location along with a self-addressed envelope. Cylinder deliveries are by exchange because of their portability, and DOT inspection requirements. Scales that are also State approved and annually inspected, measure the quantity and a per-gallon price conversion is done.
3. **Survey.** All Customers are surveyed when new and every three years there after as to how they would rate our service. They are asked if they would like information regarding safety, Pre-purchase, maintenance or to give comment regarding service. All customers are given the opportunity to formally express any concern relating to the safety, pricing or maintenance and allow us to better serve their needs with this card. All customers are welcome to participate in the optional Pre-purchase Agreement by pre-buying propane during the generally lower priced time of the summer months to be delivered at a fixed price for the upcoming season.
5. **24 Hour/ 7 Days a Week Service.** We maintain gas service on the outside of Customer's home or structure. The remainder of the gas system is the sole responsibility of the Customer. Branch offices are open 7:30 a.m. to 4:00 p.m. Monday - Friday. After hours calls will be directed by an answering service to the on-call employee who will return the call as soon as possible.
6. **Schedule of Fees;**
 - a. Additional or changes to services and related fees may occur without notice. Any service other than safety will be a chargeable item, based on time and materials. Hourly Rates start after a minimum charge of \$60.00 and are \$20.00 every 20 minutes after this. Tanks may be purchased within the first 30-days of becoming a customer or only if the customer already owns a tank or requires an underground tank. We do not sell cylinders 60# and larger.
 - b. Will Call customers requiring a Special Delivery for receiving delivery in less than 10-days will be charged \$120 and if the delivery is an After-hours Delivery it will be \$240, both at the manager's discretion.
 - c. Returned checks will be charged \$60.00, which includes the bank processing charge.
 - d. Tank rental charges will be billed at the beginning of each year to accounts with annual usage from the year prior, less than the water capacity and pro-rated use of associated tank.
 - e. If this Service Agreement is terminated, a minimum termination fee of \$120.00 will be charged due to anyone of the following: less than one year of service, not completing a Pre-Purchase Agreement, leaving more than 50 gallons of propane in the tank, damaging the equipment, not returning all of our equipment when scheduled to be picked up, or to process the settlement of an old account.
 - f. Refunds will be calculated based on either the retail price of propane on the day of service termination or the price at which the propane was purchased, whichever is less.
 - g. Each delivery will be assessed a Fuel Recovery and Hazmat and Safety compliance fee. The first is designed to offset the significant cost and related increase of fuel used to power our fleet. Although the cost is currently \$3.94 per delivery, it is subject to change based on the cost of fuel. We will also charge a HazMat & Safety Compliance Fee. This fee covers a portion of the cost which must be expended in order to comply with federal, state and local government regulations concerning hazardous material, homeland security, emergency preparedness and workplace safety. It is also used to fund vital employee safety training, cylinder re-qualification, safety inspections and environmental compliance. Although the fee is not mandated by the government nor is it paid to any government agency, it offsets the costs we incur to meet these standards. This fee is currently \$3.95 per delivery.

How to Close Gas Supply Valves**Take Immediate Action!**

1. Put out smoking materials and other open flames.
2. **DO NOT**
 - Operate electric switches
 - Light matches
 - Use your phone

Any spark in the area where propane gas is present may ignite the gas. This could include the spark in a light switch, telephone, appliance motor, and even static electricity from walking across a room.
3. Get everyone out of the building, vehicle, trailer, or area. **Do that IMMEDIATELY.**
4. Close all gas tank or cylinder supply valves. (See diagram above.)
5. Use your neighbors phone and call Milton Propane and the fire department. Even though you may not continue to smell gas, do not turn on the gas again. **Do not re-enter the building, vehicle, trailer, or area.**
6. Let our propane service person and fire fighters check for escaped gas. Have them air out the area before you return.
7. Have our properly trained propane service person repair the leak, then check and relight all of your gas appliances for you.

Important Safety Reminders

- Don't enter an area where you suspect a gas leak. If you are in such an area leave immediately.
- Be alert for propane odor when working in areas where propane is used. Even a faint odor may indicate a hazardous situation.
- Do not try to judge for yourself the level of danger of a gas leak by trying to determine if one smell of gas is weak or strong. All gas leaks pose a serious risk.
- Repeated pilot outages could indicate a hazardous condition. Don't attempt to relight the pilot, or service your equipment. Call your Propane Dealer.
- If you choose to light your own pilots, call your Propane Dealer for instructions.
- Before lighting a propane gas appliance, sniff around the area at floor level. If you smell gas, don't light the appliance!
- Shut off the gas immediately at the tank, if your appliance has been flooded. Do not use your heating system again until the wet or flooded equipment has been checked and serviced.
- Improperly vented or defective appliances can cause potentially fatal carbon monoxide poisoning. Have your propane system and appliances periodically inspected by your Propane Dealer.
- Don't tamper with or use tools to operate controls. If controls are difficult to operate by hand call your Propane Dealer immediately.
- Keep combustible products, like gasoline, kerosene or cleaners in a separate room from propane appliances. Your appliance pilot lights could ignite fumes from these combustibles.
- Don't operate any gas appliance without reading the instructions carefully.

Ask About Purchasing A Leak Detector

IT HAS BEEN SUGGESTED THAT:

- Some people (especially the elderly) are unable to detect the smell of gas.
- Colds, allergies, sinus congestion, and the use of tobacco, alcohol, or drugs, may diminish your sense of smell.
- Cooking odors or other strong odors can cover-up the smell of gas.
- On rare occasions, propane gas may lose its distinctive odor - this is called "odor fade." Air, water, and rust in a propane tank or cylinder may weaken the gas odor, especially if the valves were left open after the container has been emptied.
- Sometimes propane gas can lose its odor if a leak occurs underground.