



P.O. Box 837 • Eau Claire, WI • 54702
715-876-6400
Toll Free 1-800-353-7378
www.chippewavalleyenergy.net

Schedule Delivery Program for Propane and Fuel Oil

What exactly is the Schedule Delivery program?

Chippewa Valley Energy's Schedule Delivery program lets you rest easy by knowing that your propane or fuel oil tank will be serviced in a timely matter. Schedule Delivery is a modern computer based program that offers our customers the best in heating supply service! But remember to stay on our Schedule Delivery program you do have to maintain a current charge account. So, please, do not let your account get past due!

How does Schedule Delivery work?

Our Schedule Delivery program will keep an accurate record of your usage according to previous fills and the weather. When your tank reaches 25%, the computer automatically generates a ticket for your delivery. We then route your delivery according to your area. We also top off all of our customer's tanks in the summer and beat any price increases that fall and winter bring.

Why Should I be on Schedule Delivery?

Being on our program means you won't run out of fuel or propane when the weather turns cold. Our deliveries average about 150 gallons of fuel oil and 250 gallons of propane. This helps keep bills low for our customers and maximizes each driver's output. Our Schedule Delivery customers get products even in times of short supply. Schedule Delivery also increases dividends to our customers by making us more efficient and lowering costs. It also minimizes customer run outs. When someone runs out of product, it costs both the customer and the Cooperative added time and expense.

A couple of things to remember when you are on Schedule delivery:

- If you increase or decrease your heating needs we need to be notified so we can update your account.
- If you add or remove an appliance we need to be notified so we can update your account.
- If you do not notify us in a timely matter, of any heating changes, the Schedule Delivery program will be null and void and you will be charged the applicable fees, listed below.
- Please keep in mind that you should occasionally check your tank and let us know if your tank level falls below 20%.

How Do I Join?

It costs nothing to join. You always have seven days to get the cash discount just like normal. All you have to worry about is maintaining a current balance with the office. **To get set up on Schedule delivery, just complete, sign and return this form, along with the completed credit application. Once your credit application is approved, you will qualify.** Thank you and we look forward to servicing your heating needs!

Please circle one of the following: Propane Gas or Heating Oil #2

Amount in tank today _____

Please check one of the following options -

- I wish to be on Schedule delivery: _____ I will occasionally check my tank and let Chippewa Valley Energy know if the tank gets below 20%. ****Possible reasons for ineligibility: LP is not your primary source of heat - Credit application is declined or refused without credit card backup - Inconsistent usage****
- I would like to **DECLINE** the Schedule delivery program: _____ I agree to check my tank and call when it is just below 25% to order my next delivery. Please remember calling in your order when your tank is at 25%, allows us plenty of time to make your delivery. When you decline Schedule delivery, we require a 3 day notice to make your delivery. There is a fee of \$125.00 for a same day delivery or next day delivery, should you need it sooner than the 3 days. Also, if the tank runs out, there is an additional \$ 80.00 for the safety check that must be performed on all outages.

Name _____

Address _____

City _____ State _____ Zip _____

Signed _____ Date: ____/____/____