

## Propane Program Information 2026-27



### **Delivery Notices & Reminders**

- Please make a path in the snow to allow Pro Cooperative staff to reach your tank safely.
- All new customers must have a leak check to ensure the system is safe. There is no charge when onboarding a new customer, but a responsible adult must be on site to conduct the leak check.
- Leaks or system defects, once found, need to be fixed before the system can be placed into service.
- Pro Cooperative will not deliver to out-of-gas customers unless a responsible adult is present to give the driver access to the home to put the system back into service. All pilot lights must be lit and remain lit before the driver or service tech leaves the premises.
- Pro Cooperative will not deliver propane unless the system passes all safety tests and inspections.

### **Delivery Methods**

|                    |                                                                                                                                                                                                                                         |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Automatic Delivery | Pro Coop utilizes remote tank monitors to schedule efficient deliveries and ensure supply. Customer may book gallons to establish a price. If there is no booking, deliveries will be priced at the posted rate on the day of delivery. |
| Will Call          | Customers take full responsibility for tank levels and call in orders to Pro Cooperative, allowing adequate notice for deliveries to be made. A rush delivery fee may be applied if adequate notice is not provided.                    |

### **Payment Programs**

|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Prepaid Booking     | Gallons and price are established and the total amount due is paid at the time of booking. Booked gallons are automatically delivered. Money paid for unused gallons at expiration will be refunded.                                                                                                                                                                                                                                                                   |
| \$0.10 Down Booking | Gallons and price are established and \$0.10 per gallon deposit is paid at the time of booking. Balance due is billed to the customer's account upon delivery. Customers must have an account in good standing and sufficient credit limit to utilize this booking type. Booked gallons are automatically delivered. Money paid for unused gallons at expiration is nonrefundable.                                                                                     |
| Even Pay Booking    | Gallons and price are established at the time of booking. The total amount due is divided by months to pay ending in March 2027. Monthly payments are made via ACH on the second Tuesday of each month. Customers must have an account in good standing. If an ACH is returned NSF, Pro Cooperative maintains the right to cancel the Even Pay Booking and move the account to a prepaid delivery basis. Money paid for unused gallons at expiration will be refunded. |
| Prepaid Delivery    | Payment must be made to Pro Cooperative in advance of delivery to cover the cost of the ordered gallons, including applicable sales tax.                                                                                                                                                                                                                                                                                                                               |

### **Fee Schedule\***

|                                  |         |
|----------------------------------|---------|
| Less than Minimum Qty (<250 Gal) | \$100   |
| Rush Delivery (Not Out of Gas)   | \$100   |
| Labor Rate – Minimum 1 Hr        | \$90/hr |

### **Out of Gas Fees**

|                                     |       |
|-------------------------------------|-------|
| Leak Check – First Time             | \$150 |
| Leak Check – Second Time            | \$250 |
| After Hours Surcharge – First Time  | \$150 |
| After Hours Surcharge – Second Time | \$250 |

\*Fees are subject to change without notice.