



FIVE STAR COOPERATIVE RESIDENTIAL PROPANE POLICY

Business Hours: 7:30 AM - 3:30 PM

Burchinal: 641.822.4660 New Hampton: 641.394.3052

Emergency Contact: Blake Pommrehn (Energy Sales Manager): 641.494.7548

Bruce Halvorson (Energy Director): 641.394.6148

Your Delivery Driver is: _____ Phone: _____

Welcome to **Five Star Cooperative**! We are delighted to have you as a new residential propane customer. Here's what you need to know about our propane policies:

MEMBERS/CUSTOMERS LEAK TEST

New propane customers must have a LEAK TEST on file, as per NFPA 58. Our Propane Technician will perform this test during your initial account setup **at no cost to you**. Please ensure your presence during our Leak and Safety checks, which are conducted during business hours (7:30 AM - 3:30 PM). Call us immediately if you smell gas to assist you in dealing with the problem.

IN CASE OF EMERGENCY

- If you smell gas, the first call to make is to your propane provider – Five Star Coop – Call your delivery driver.
- Shut off gas if safe to do so.
- Then call emergency services if needed.
- See safety pamphlet for details. SAFETY FIRST AT ALL TIMES.

FEES

- SAME DAY DELIVERY: \$75.00
- LEAK CHECK: \$50.00 (waived for new customers)
- SMALL ORDER REQUEST (less than 250): \$50.00
- AFTER BUSINESS HOURS/WEEKENDS/HOLIDAYS DELIVERY: \$150.00

Please note that all fees are subject to change.

AUTO FILL/KEEP FULL

Customers on AUTO FILL/KEEP FULL will receive regular scheduled deliveries without prior notification. We kindly request that you monitor your tank levels regularly to prevent running out of propane, especially during extreme weather conditions. If you need guidance on how to read your tank level, please call our Burchinal (641.822.4660) or New Hampton (641.394.3052) offices to schedule a TECHNICIAN to assist you. SMART TANK MONITORS are available on request. If you wish to discontinue AUTO FILL/KEEP FULL, please notify us in advance. Your account must be in "GOOD STANDING" to maintain this status.

SMART TANK MONITORS

Smart Tank Monitors are an optional service to add to your tank. It comes with an app for your phone for both you and your delivery person to monitor your tank fill levels. This has an additional cost of \$25 per year for the monitor and the connectivity service. Additional units available at a volume discount.

SERVICE WORK

Customers need to call 811 to locate electrical lines prior to service for technician safety. Five Star team is not liable for hitting unmarked lines. \$50 per hour service charge for any work completed. Customer is responsible for paying for parts. See propane tank leasing section for parts details.

PROPANE TANK LEASING

\$100 per year lease fee, 500-gallon tank option only. No AG use leasing option. Parts that are installed on the tank are included at Five Star cost. Parts extended including regulators are at customer cost. Customers must be on a keep full option for a leased tank. Lack of payment will result in the tank being returned to Five Star. Lease to own option recommended. Smart Tank Monitors required.

WILL CALL

Customers on WILL CALL status must provide a 3-day notice for delivery. Please regularly check your propane tank levels to avoid running out of gas. When your tank level reaches 30%, call us to be added to our delivery routes. The minimum propane delivery is 250 gallons. Emergency or same-day deliveries are subject to a "SAME DAY FEE," as explained in the fee section of this policy. Running out of propane also requires a LEAK check, with applicable fees.

BUDGET BILLING

Our 11-month payment program begins in July, considering your past usage and propane costs to determine your monthly payment. All Budget Bill accounts will automatically be on AUTO FILL/KEEP FULL delivery scheduling. Monthly payments are due on the 15th.

CASH PRIOR TO DELIVERY

Cash Prior to Delivery accounts require payment at your nearest location before delivery, falling under the "will call" category.

OUT OF GAS

Any out of gas call necessitates a LEAK TEST. AUTO FILL/KEEP FULL customers will not incur fees for such tests, while WILL CALL customers may incur fees.

SNOW/DEBRIS

For safety reasons, we request the removal of snow and debris from driveways and around your propane tank. We may refuse tank fills if safety is compromised. Animals including dogs that may compromise the safety of our delivery drivers may prevent tank fills.

INCLEMENT WEATHER

During inclement weather, we may refuse deliveries for the safety of our team members. Please allow more time for deliveries before and after such conditions. Propane tanks with low levels will be the top priority before inclement weather. SMART TANK MONITORS are recommended for inclement weather situations.

UPDATING CUSTOMER INFORMATION

If your contact information changes, including phone number, email address, or name, please contact our Burchinal or New Hampton offices. It is crucial that we can reach you for safety reasons.

Thank you for choosing **FIVE STAR COOPERATIVE** as your propane supplier. We look forward to serving you for many years to come! If you have any questions or need assistance, please don't hesitate to contact us during business hours.



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641.394.3052 | FiveStarCoop.com