



P.O. Box 511 • Wadena, MN 56482

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Toll Free: 877-446-0050

Bluffton: 218-385-2559
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www.leafriverag.com

6/15/2023

Leaf River Ag Propane Customers

We appreciate your continued patronage as well as the new customers you refer to us. **Remember to please allow 3-day notice for delivery to improve efficiency and save everyone money.**

EXTRA CHARGES:

\$75.00 for less than 3-day notice for propane delivery.

\$125.00 for out of propane charge during our regular working hours.

\$225.00 for out of propane charge after hours

(starts @ 4:00 P.M. weekdays), weekends and holidays.

If your tank lease is not paid, propane will not be delivered.

****INTERUPTION OF SERVICE – IF YOU TURN THE VALVE OFF ON THE TANK A LEAK CHECK IS REQUIRED AND FEES WILL APPLY**

We urge you to protect yourself from price spikes by taking advantage of our prepay contract program or our budget program. When you call to check prices, please let us know whether you **own or lease** the propane tank. Also save yourself some money by paying during the discount period (7 days from date of delivery) and avoid finance charges by not paying late.

CONTRACT INFORMATION:

Included with this mailing is our **PREPAY CONTRACT PRICING PROGRAM** outlined for the next heating season. This offer is available from **SEPTEMBER 1ST – 30TH, 2023**. The contracted gallons must be delivered before **April 1, 2024**. The price/gallon will not be protected after this date.

If you are on our scheduled delivery program, the last planned route is in February or March (before road restrictions). If you want a delivery after this to use up your prepay gallons, you must call us for a delivery!! Also please note that if you are on the route delivery program and you run out of prepaid gallons, we will fill the tank at the current market price.

We also offer a **BUDGET PROGRAM**. You will be able to budget your payments over 9 months based on your annual usage. We will watch your usage. If you start to go over the estimated usage, then your monthly payments **will** be adjusted so you will not have a large amount due at the end of the budget period. The **sign-up period for the budget program is SEPTEMBER 1ST – 30TH, 2023**.

OUT OF PROPANE and SHORT NOTICE CHARGES:

If you are out of propane, **someone must be present** for our delivery person to access your home or business to relight the pilot lights and do a leak check. These procedures are for your safety. **If you run out of propane and disconnect the line from the large tank and connect it to a small tank (example 20# - 100#), we will automatically pick up the leased tank and you will have to find another supplier.**
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If you are on “will call” or on a “cash only” basis and you run out of propane, on the second time you are “out of gas” the tank will be picked up and you will need to find another supplier.

CREDIT POLICY:

- **An approved credit application is required before charges can be made on an open account.**
- **Past due accounts will be assessed a finance charge of 1.5% (18% Annual Percentage Rate) on all past due invoices. A minimum finance charge of \$5.00 will be charged on all past due accounts.**
- **Without an approved credit application, all sales are cash only, credit card, Debit card or John Deere Financial.**
- **No “hold checks” will be allowed.**
- **Budget accounts that are not current on regular monthly payments will be removed from the budget plan and put on CASH ONLY basis.**

ROUTE DELIVERY AGREEMENT:

We encourage you to consider the advantages of signing up for our route delivery program. Remove the concern of running out of propane as we monitor your tank and keep your supply at a working level. **If you owe for a previous fill, we will not deliver on that scheduled route. It is your responsibility to watch your tank level and not run out. Avoid the “out of propane” and ‘short notice” charges listed above.** Remember to identify all your appliances that use propane for our route program.

- **Minimum delivery is 250 gallons or a fill to receive the best price when calling for a delivery.**

SAFETY

Safety inspections are done full-time in the spring & summer. They include a leak check of the entire propane system and includes a flow and lock-up check of the regulators. We will be contacting you in the future to make an appointment or feel free to give us a call.

***Please take time to read the enclosed safety pamphlet.**

***Please keep a path to your tank clear of snow, as it improves the delivery conditions. (Thanks to those of you who have kept the paths clear of snow.)**

NEW CUSTOMER REFERRAL REWARD:

Earn \$25.00 of free propane for this heating season by referring potential customers to us. If that referral results in a new customer and we fill their **leased tank**, you will have \$25.00 worth of free propane delivered with your next normal delivery. This offer applies to as many potential customers you refer; just remind them to mention your name when they call us.

This letter covers many questions that are asked throughout the year. If you have any questions, please give me a call at 218-631-1020 or 1-877-446-0050. Thanks again for your business. Have a safe year!

**Tim Leyh
Energy Manager**