



Company Policy

P.O. BOX 707 ESSEX JUNCTION, VERMONT 05453
TELEPHONE 802/878-3710

Service Policy

Stevens Gas Service Inc. is committed to providing our customers with exceptional service. Our staff of trained and certified professionals is dedicated to providing you, our customer, with friendly, reliable, professional service second to none. We take pride in offering responsive service tailored to your individual needs. We want you as our customer, and we are prepared to provide service to you the way you expect to be served. This updated policy of December 1, 2004 supersedes all other policies.

Credit Policy

Stevens Gas Service Inc. offers a 20-day credit account to customers who have completed a credit application and have been approved for credit. After approval, we deliver the fuel, leaving a delivery ticket and expect payment within 20 days. If payment is received within ten days of the delivery date we offer a discount of 5 cents per gallon (excluding special pricing). Full payment is expected within the 20-day period, and if not paid within that time frame, we will apply a 2.0% charge (24% annual percentage rate) per month. We do not discriminate against any customer on the basis of race, color, religion, national origin, sex, marital status, age or because all or part of the consumer's income is derived from a public assistance program. Violation of the credit policy could result in the customer being placed on a C.O.D. basis.

Payment Options

At Stevens Gas Service we offer flexible payment arrangements to meet our customers' needs. A customer may pay their bill in full every 20 days or participate in our yearly pre buy program or monthly budget program. The budget payment is based upon the customer's average yearly heating cost, divided by twelve. The budget plan does not include the cost of any service calls as they can not be anticipated. However, the budget plan does include the monthly tank rental. The budget plan allows a customer either to pay their bill on the 1st or 15th of the month. If the budget payment is not made we will assess a 2.0% (24% annual percentage rate) finance charge after 30 days. If a budget payment is more than 30 days late, the customer will be taken off the budget plan and put on a C.O.D. only basis and payment on account is due in full.

Security Deposits

Stevens Gas Service Inc. requires a security deposit on gas service at any rental property we provide service to. The tenant is responsible for payment of the deposit, unless the landlord provides Stevens Gas Service Inc. with a written statement that he/she will be responsible for any balance left on the account, when the tenant leaves without the balance being paid in full. Stevens Gas Service Inc. reserves the right to require a security deposit equal to two-twelfths (2/12) of a consumer's estimated annual bill. All deliveries will be C.O.D. until the deposit is received in our office or other arrangements have been made.



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Emergency Service

Stevens Gas Service Inc. provides 24-hour service for legitimate emergencies. We consider these to be gas odors, fires, and "no heat" calls when the temperature is below 50 degrees. We will service water heaters until 8:30 pm any day of the week. Stevens Gas Service will provide service for other appliances during normal working hours. This service also includes propane gas emergency deliveries.

No-Charge Services

- Investigations of all propane gas odors involving our equipment (i.e., odors around tanks and regulators).
- Maintaining all Stevens Gas Service Inc. equipment including: painting of propane gas tanks, periodic inspection of equipment, and changing of defective regulators.
- Service required on Stevens Gas Service Inc.-owned equipment.

Charge Services

- Investigations of propane gas odors on customer-owned gas lines.
- Investigation/response to carbon monoxide alarms.
- Reconnections of gas services due to disconnection.
- Adjustments of pilots, burners, controls including inspections and relighting of pilots on rental-use or summer-use equipment.
- Service calls where labor and parts are necessary to restore propane gas system to normal operation.
- Service calls where labor and parts are necessary to bring customer-owned gas lines and equipment into compliance with National Fuel Gas Codes, including system start up.
- Service required on customer-owned equipment.
- Service calls by Stevens Gas Service Inc. personnel where, by customer request, we perform service to provide a customer with final propane gas tank percentage or final propane gas meter reading to "close out" an account.
- Service calls by Stevens Gas Service Inc. personnel where, by customer request, we perform services necessary to relocate propane gas tanks.
- A \$15.00 dollar handling and processing fee will be charged on all customer refunds.
- A \$25.00 dollar, per check, service charge will be assessed to any customer on returned checks.

Service Rate Schedule

If you need service our trained, certified and licensed technicians will service your residence or business. Effective January 16, 2006, our service rate is \$69.00 for any fraction of the first hour plus \$17.25 for every 15 minutes thereafter. Chargeable time begins when the call is dispatched and ends when the job is completed. These rates apply on all service charges from 7:30 a.m. until 4:00 p.m. Monday through Friday. Any request for after hours, weekend or holiday service will be charged at the rate of \$103.50 for any fraction of the first hour and \$25.88 additional charge for every 15 minutes thereafter.



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Warranty

Stevens Gas Service honors all manufacturer warranties on any parts installed by our service technicians. Stevens Gas will also guarantee labor for 30 days on any parts installed by our technicians. All adjustments made by our technicians to customer appliances or customer owned gas lines will be guaranteed for thirty days.

Delivery Requirements

Stevens Gas Service Inc. sets minimum delivery requirements which are based on the size of your propane gas tank. A small tank of 100 gallons or less is required to take a complete fill, while larger tanks over 100 gallons are required to take the following minimum fills:

250 gallon tank – 125 gallons minimum	500 gallon tank – 225 gallons minimum
325 gallon tank – 175 gallons minimum	1000 gallon tank – 300 gallons minimum

Automatic Deliveries

At Stevens Gas Service Inc. we set up all our customers on an automatic delivery program, unless a customer requests to be on a will-call basis. We recommend and encourage our automatic delivery program for all of our customers. The benefit to you is this: if you run out of heating fuel, and your account is kept current, we will provide an emergency delivery of heating fuel anytime of day or night, seven days a week, without an extra charge. However, we cannot predict extreme weather events such as prolonged periods of sub-zero weather, or changes in our customer's lifestyle. So, occasionally there are run-outs, or no-heat situations due to lack of fuel and heating system problems.

By your participation in our automatic delivery program you accept the responsibility of calling us promptly in the event of a fuel run-out. You also accept the responsibility of familiarizing yourself with your delivery schedule during the heating season. You must maintain, within reason, access to your propane gas tank. We will make every effort to deliver your heating fuel provided private roadways and driveways have been plowed wide enough and, if needed, sanded. All private bridges **MUST** be constructed with appropriate weight ratings and appropriate building materials which will allow our delivery vehicles to safely cross over them. It is at the discretion of the delivery truck driver as to whether he can safely deliver fuel. It is our recommendation that you ask a friend or neighbor to check and inspect your home daily if you are away for any length of time. We are not responsible for a customer's home that experiences a freeze up. Our service territory covers approximately a 100-mile radius from Essex Junction. Monday through Friday our delivery routes are set up and scheduled so that we can efficiently service all areas. There are many factors taken into consideration when determining a customer's delivery schedule. The majority of our customers receive a delivery once every 4 or 26 weeks depending on their propane gas usage. If you are on a will-call basis we cannot guarantee same-day or overnight deliveries without appropriate notice. You should call us before your tank reaches 30%.



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Special Delivery Trip Rates

Special delivery trip rates are applied when a request for fuel is made by a C.O.D. or will-call customer on a day when we are not in your delivery area. Familiarizing yourself with our route schedules, keeping close watch on your fuel levels, and giving us advance notice will help you avoid a special delivery trip rate.

Weekdays	7:00 am to 3:30 pm	\$70.00
After hours, weekends and holidays	3:30 pm to 7:00 am	\$110.00

Definitions

Will-Call – Customers call when they need a delivery of gas, giving an appropriate notice.

Automatic Delivery – Customers receive delivery of fuel products automatically.

C.O.D. – Cash on delivery is payment for fuel deliveries before or at the time of delivery

Code Violations – The State of Vermont adopted the National Fuel Gas Codes, which were authorized by the National Fire Protection Association. Stevens Gas Service Inc. is concerned about your family's safety, so as your fuel supplier, we strictly adhere to the codes on all service and installations.



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I/We , as indicated by my signature below, acknowledge that Stevens Gas Service, Inc. or its authorized representative provided to me, and left with me a copy of their company policies and procedures.

Consumer _____ Date _____.

Consumer _____ Date _____.