



NuWay-K&H Cooperative
PO Box Q
Trimont, MN 56176

NuWay-K&H Cooperative
PO Box 188
Wesley, IA 50483

Trimont Office: 800-445-4118
Wesley Office: 800-244-6101
NuWay-KandH.com

NUWAY-K&H COOPERATIVE PROPANE ACCOUNTS, POLICIES, AND FEES

Our commitment at **NuWay-K&H Cooperative** is to provide you, our customer, with the most cost-efficient fuel and best service for all your heating needs in a way that is safe for you and our employees. Our insurance carrier requires that NuWay-K&H Cooperative inform you of our **Propane Accounts, Policies and Fees**. Please take the time to read through this information. If you have any questions, please contact us at 800-445-4118.

NEW ACCOUNTS - A credit application must be completed, returned, and approved before credit privileges are extended and fuel is delivered/services are performed. New propane accounts that own their own tank(s) **require** a system inspection and documented **system leakage test** to ensure that the system complies with requirements as outlined in NFPA 54 and NFPA 58. The system leakage test will be done prior to any propane being delivered. Regulators must also meet manufacturer requirements prior to delivery.

LEASED TANK SET - If you are leasing a tank from us, NuWay-K&H Cooperative personnel will meet with you to establish where the tank will be located. All tanks must be located less than 100 feet from a hard surface road or driveway where the tank can be easily accessed and safely filled by our delivery driver. A NuWay-K&H Cooperative leased tank requires a signed and dated lease agreement to be on file, along with a signed leak check and delivery method prior to any deliveries.

CHANGE IN OWNERSHIP OR TENANT - When a home or rental property changes ownership or tenants; a **system leakage test is required** (see "Fee Schedule"). It is necessary for landlords to provide "Duty to Warn" information and notify new renters that NuWay-K&H Cooperative must be contacted for an inspection including a documented system leakage test before delivery and service of propane can be provided. An adult must be present for the leakage test and to sign the completed paperwork. When property is sold any remaining product in the tank is settled between the buyer and the seller.

LANDLORD RESPONSIBILITIES - Landlords are responsible for LP delivery choice (scheduled delivery or will call), paying for propane delivered, and providing renters the Duty to Warn safety information packet. Landlords are responsible for equipment lease agreements and annual equipment lease charges on NuWay-K&H Cooperative owned tanks. Landlords are responsible for repairs and maintenance charges on landlord owned tanks on their rental property as well as all piping from the tank service valve on down the line for Customer and NuWay-K&H owned tanks.

SCHEDULED DELIVERY - Scheduled Delivery predicts your delivery needs, which we'll do with no prior notification. NuWay-K&H Cooperative relies ultimately on **YOU, the customer, to watch your propane tank level**. We make deliveries based on heating degree day calculations and past usage. Extreme temperature fluctuations, adding or removing appliances, other heating sources, and circumstances beyond our control make it impossible to make all deliveries as/when needed. Please help us minimize out of gas situations by checking your tank level frequently. **If you notice your tank is below 20%, please call us**. If an out of gas situation arises, there is no charge to you for a system leakage test. We may or may not fill your tank to 80% full every delivery. Once you are set up on scheduled delivery, you will remain there until you notify us and sign appropriate documentation switching you from our scheduled delivery program. Your account must be kept current to qualify and remain on scheduled delivery.

EVEN PAY - NuWay-K&H Cooperative's Even Pay offers you an opportunity for monthly payments calculated on your past usage. We look at your past average fuel usage plus the Even Pay price/gallon and come up with a monthly payment. If necessary, we will adjust your payment up or down depending on your usage and the price/gallon. **All Even Pay accounts must be set up on Scheduled Delivery**. Even pay accounts are required to make automatic payments (ACH), your monthly payment will be deducted automatically from your checking or savings account on the 10th of each month.

WILL CALL DELIVERY - You must monitor your tank level and give us a 2-business days' notice before fuel is delivered. If you are unsure of how to read the gauge to determine your tank's level, please call us and we can come and show you. If an emergency delivery or out of gas situation arises you will be charged any and all applicable charges – (see "Fee Schedule"). NuWay-K&H Cooperative reserves the right to refuse delivery to Will Call accounts after normal business hours and will not deliver fuel in an out of gas situation unless an adult is present.

OUT OF GAS or SUSPECTED OUT OF GAS – NUWAY-K&H COOPERATIVE POLICY - When an out of gas situation is reported or one is suspected, a system leakage test is required. An adult must be present for this test. This policy is in place for your safety and the safety of your family. Upon the successful passage of the system leakage test, your system will be placed back into service. If a leak or unsafe condition is found, your system will be taken out of service and RED TAGGED until it is corrected. Three out of gas reports for will call delivery status tanks will result in termination of services.

SYSTEM LEAKAGE TEST - NuWay-K&H Cooperative is required to have at least one system leakage test on file for each propane tank we service. Propane leaks can cause an explosion or fire resulting in injury or death. We want you and your family to be safe. Any unsafe conditions or issues with your system that violates NFPA code will require us to take the system out of service and RED TAG until it is corrected. Since a system leakage test requires access to your home or business as well as a signature, **you must be on site**. If you want to schedule a leak check, call 800-445-4118 to schedule an appointment - see "Fee Schedule" for cost.



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CASH ON ACCOUNT - Cash On Account (COA) requires cash payment for propane to a NuWay-K&H Cooperative office before any fuel delivery. COA accounts are set up as will call delivery. You must call **2 business days** prior to your fuel being delivered. **NuWay-K&H Cooperative will not deliver fuel after hours, weekends or holidays to any COA account.** During normal business hours, if an emergency delivery or out of gas situation arises, you are responsible for all applicable charges (see "Fee Schedule").

MINIMUM DELIVERY/2-BUSINESS DAY NOTICE - All deliveries to Will Call and COA accounts that are less than 300 gallons or with less than 2-Business Day notice are subject to our Fee Schedule.

FEE SCHEDULE

*** Subject to change without notice***

SCHEDULED DELIVERY OR EVEN PAY CUSTOMER - OUT OF GAS:

- No charges if account is in good standing.

WILL CALL OR COA (CASH ON ACCOUNT) ACCOUNTS:

- **\$150.00 - DELIVERY FEE - DURING NORMAL BUSINESS HOURS - with less than 2-business day notice or less than 300-gallon delivery minimum**
- **\$250.00 - DELIVERY FEE - AFTER HOURS, WEEKEND, AND HOLIDAYS**
 - ***NuWay-K&H Cooperative has the right to refuse delivery to Will Call accounts after normal business hours and will not deliver to COA or delinquent account customers after hours, on holidays, or on weekends.**
- **\$80.00 - SYSTEM LEAKAGE TEST - *Out of Gas or Suspected Out of Gas**

NUWAY-K&H COOPERATIVE RESERVES THE RIGHT TO REFUSE TO DELIVER LP IN THE FOLLOWING SITUATIONS:

- COA (Cash on Account) – when cash is not in the NuWay-K&H Cooperative office prior to delivery
- Account status – account must be current and in good standing
- Inclement weather – situations deemed unsafe for our drivers to be out on the road to be determined by NuWay-K&H Cooperative
- Employee safety – LP tank accessibility is unsafe; debris, snow, etc. or house is unsafe to enter to be determined by NuWay-K&H Cooperative
- The customer propane system is not up to code and regulators don't meet manufacturer requirements.
- Customer or adult is not present to allow access to home and perform leakage test *reported out of gas or suspected out of gas situations.

ODORANT WARNING - Odorant is added to propane to aid in the detection of leaks. This Odorant has a foul smell. However, certain chemical reactions with materials in the propane system, or propane gas from underground leaks passing through certain soils can reduce the odor level. No odorant will be 100% effective in all circumstances.

PROPANE GAS DETECTORS - NuWay-K&H Cooperative recommends the use of LP gas detectors for your safety. NuWay-K&H Cooperative does not sell or install propane gas detectors.

SNOW and DEBRIS Removed from Tanks - Keep your tanks accessible by cleaning driveways and pathways of snow, shrubs, debris, flammable materials, etc. so that our driver can safely deliver fuel to your tank. If you are away in the winter months, please make accommodations to have a path cleared to your tank. **We will not make a delivery if we deem it a safety risk that endangers our employees and our equipment.**

UP/DOWNGRADED - If you have upgraded your drying capacities, commercial facilities, or put an addition on your home, your propane usage may increase. If you have added an additional gas appliance or added an alternative heat source and are on scheduled delivery, please contact us so that we can adjust the timing of your propane delivery.

Contact us if you have any questions concerning your propane storage, system, or delivery. We want to remind you to keep us informed of changes to your telephone number and/or address. Should an emergency occur, we may need to contact you. Please reach us by calling 800-445-4118 with any questions you may have.

Thank you,
NuWay-K&H Cooperative