



June 2022

Dear Propane Customer:

Safety..... We have enclosed a brochure for you to read and share the information with everyone living in your household. The safety of you and your family is of primary importance to us, so we would like to make sure you have good information on the safe handling of propane and what to do if a leak occurs or is suspected. We would like everyone living in your household to know what propane smells like, so if there is a suspected leak it can be investigated and fixed before anything happens. If the enclosed brochure does not give you a good enough idea what propane smells like, ask our propane staff to give you a “sniff test”.

For the safety of our drivers, please provide a path to the tank that is free from debris and SNOW!

Summer-fill, Budget and Prepay Programs only apply to customers who have a 250 gallon tank or larger.

Summer-fill program:

Please have your order called in by **July 15, 2022**. Your tank must be able to hold **150** gallons or more. Call the Thief River Falls Office or Brooks Office for price during our business hours, Monday thru Friday 8am-5pm.

Budget Plan: 12 MONTH BUDGET PLAN

Enrollment can take place at any time. Propane will be billed at the charge price. Monthly payment amount will be determined by averaging a 2-year history. **Call the Brooks Office for more information on this program 218-698-4271.**

Prepay Price Contract:

This allows you to “contract” for your estimated usage at a guaranteed price. The gallons purchased on this program will be used starting with the month of October 2022 and ending in March the following year. **Please call in at the end of July for contract pricing.** Contracted gallons are locked in once payment and contract are received. It is best to lock in these gallons sooner than later to ensure gallons are available. Prepay gallons must be used first, even if the cash price drops below the contract price. Customers should try to use their contracted gallons before then end of March.

Route Delivery: “Route Delivery” is a program that helps to ensure your propane supply is uninterrupted. By tracking daily temperatures our computer system can calculate your traditional usage. **Due to the way consumption is tracked, only commercial accounts and those customers’ accounts that use propane as a main heat source in a full-time residence may be on the “Route Delivery” program.** Customers that have seasonal residences or other propane needs that are inconsistent do not qualify for “Route Delivery”. Customers that qualify for this program must still **check their tank from time to time**, especially if something has occurred to increase consumption (i.e. new appliance or an addition on a home, or colder-than-usual temperatures). Also, keep in mind if your account is not kept current, we will discontinue “Route Delivery” service. If you are not sure if you are on “Route Delivery” with our company, please contact our office and we will check our records to make sure what program you are on. **Red Lake County Co-op will not be responsible for damages due to outages.**

Delivery Policy: “Will Call” customers will watch their own tank and would call us when they need a delivery. The customer would need to give us at least three working days (weekends do not count) notice to schedule this delivery. The customer should call when he/she has at least **20 to 25 percent** propane left in the tank. If you neglect to watch your tank and need same day delivery, you will have to pay a “Special Delivery Charge” of **\$100.00 if called in by 3pm, \$150.00 after 3pm and weekends/holidays.**

Cash Accounts: Customers who have an account that is on cash only “C.O.D” basis will need to have your propane payment into the Thief River Falls or Brooks offices BEFORE a truck will be dispatched. Keep in mind that we need a notice of three business days to work the delivery into our routes.

Outage Policy: In the event that your tank should run out of propane we must have our driver do a “leak check” on your system. This “leak check” verifies the integrity of your system. To do the “leak check” we would need access to your home, which means someone must be home when our driver arrives at your residence. This procedure will cost **\$75.00** to have done if your system runs out of propane. If your system runs out of propane and you are on a “Route Delivery” service with our company, there will be no charge applied. However, keep in mind that it is still the customer’s responsibility to make sure your tank does not run out of propane. A good rule of thumb to follow is if you notice your tank is below 20%, call and remind us that your propane driver has not been by your place. **Otadata tank monitors are available to lease for \$5.00/month + tax, billed annually.**

We look forward to talking with all of you during the next couple months, regarding our Summer-fill, Budget and Contract Price Programs. At that time, we will answer and explain any questions you may have regarding these programs, and help you decide which program will work best for you. Once again, we thank you for your past and present business and wish you a **Safe and Happy Year.**

Cooperatively,

The Propane Staff of Red Lake County Cooperative

Brooks Office...698-4271 or 1-800-253-6269

Thief River Falls Office...681-3436 or 1-800-777-7619