



June 2024

Dear Valued Patron:

**Safety** We have enclosed a brochure for you to read and share the information with everyone living in your household. Your safety is extremely important to us.

**DRIVER SAFETY:**

Please provide a path to the tank that is FREE of DEBRIS and SNOW.

The PROGRAMS below apply to customers who have a 250-gallon tank or larger.

**Summer-fill:**

Call your order in by July 20, 2024. Your tank must be able to hold **150** gallons or more.  
**Summer-fill price is \$1.29.**

**Budget Plan:**

Enroll TODAY to budget your heating expenses. 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:**

The contract needs to be received and paid for by August 30, 2024. Contract enclosed.  
**Prepay Contract price is \$1.59 (while gallons are available).** Once your contract and payment are received your gallons will be locked in. Deliveries will begin October 1, 2024, and will end April 30, 2025. You are required to use all contract gallons first. No exceptions. It is best to contract early to ensure gallons are available. **Contract prices may increase once gallons run out.**

**Route Delivery:**

Is a program that helps to ensure your propane supply is uninterrupted. Only commercial accounts and accounts that use propane as a main heat source in a full-time residence may be on the "Route Delivery" program.

- 1) Customers must still check tank from time to time
- 2) If an account is "past due" route delivery is discontinued
- 3) Red Lake County Co-op is NOT responsible for damages due to outages.

**Tank Monitor:**

A tank monitor can be placed on your tank to avoid outages. Monitors allow you to see the percentage in your tank and can be accessed by customers and Co-op through an app by cell phone or computer. The first year is free with upcoming years \$50/year. Contact 218-681-3436 to schedule your monitor installation.



### Will Call Delivery Policy:

- 1) Call orders in around 30%
- 2) Give a three "business" day notice to get order scheduled for delivery
- 3) Outages or special trips will be an extra \$150

### Outage Policy:

- 1) Leak check is required on the system.
- 2) Customer needs to be at residence when driver performs leak check.
- 3) There is a \$75 charge.

### Cash Accounts:

Customers who have a cash only account will need to have delivery paid for BEFORE a truck is dispatched. Keep in mind that we need notice of **three** business days to work the delivery onto our routes. Payment can be made online at [rlcoop.com](http://rlcoop.com) or brought into the office. Payments are no longer accepted over the phone.

### Gas System Checks:

We will be conducting Gas System Checks per our Insurance requirements. If your tank is due for checks and Regulator updates, we will be contacting you for an appointment to come and check your Regulators and do a System Leak Check to avoid interruption of service.

We look forward to talking with you during the next couple of months. At that time, we will answer and explain any questions you may have regarding these programs. Thank you for your past and present business. Have a **Safe and Happy Year**.

The Propane Staff of Red Lake County Cooperative

**CONTACT US TODAY TO SCHEDULE A DELIVERY OR WITH QUESTIONS**

**Brooks Office...218-698-4271 or 1-800-253-6269**

**Thief River Falls Office...218-681-3436 or 1-800-777-7619**

## New Payment / Statement Options:

### E-Statements

Receive your statement by email – Faster delivery and saves on postage!  
Provide us with your email address by calling or sending a message to enroll  
218-698-4271 or [steph@rlcoop.com](mailto:steph@rlcoop.com)



### Online Bill Pay

Go to [rlcoop.com](http://rlcoop.com) to pay for your account online by bank check or credit card.  
Use your account number and address on your statement to get set up.  
Need help with set up? Call 218-698-4271



### Auto Pay

Auto pay is available through your checking account. Contact 218-698-4271.

