



NW OHIO PROPANE CUSTOMER SERVICE/DELIVERY AGREEMENT
CUSTOMER OWNED TANK

Please Print

Applicant Name: _____ Date: _____
Co-Applicant: _____
Address: _____ County: _____
City, State, Zip: _____
Phone: _____ Cell Phone: _____
Email Address: _____

Delivery Address if different from above

Delivery Address: _____ County: _____
City, State, Zip: _____

Please Check One: Owner Renter Landlord

If Renting, Name of Landlord: _____ Landlord Phone: _____
Landlord Address: _____

The Propane Tank(s) at the delivery site is OWNED and not leased from another Propane supplier. Yes, OWNED No

Tank Serial Number(s): _____

Please check the type of propane delivery you wish to receive:

- AUTO-FILL** (with approved credit) **Auto-Fill** - Deliveries are scheduled by NW Ohio Propane in an effort to maintain uninterrupted propane service at your residence or business providing your account is current. **IMPORTANT:** Auto-Fill is just an estimate. It uses past history and outdoor temperatures in estimating your tank percentage. If you have heavy sporadic usage, or inconsistent usage, this will throw the estimate off. Therefore, we ask you to check your tank periodically and call (419-636-6967) or email us (auto-fill@nwohiopropane.com) with updated tank percentages if there are any changes and/or spikes in usage. We also request you keep us updated on the addition of propane appliances, or if an alternate heat source is being used.
- WILL-CALL** **Will-Call** – Deliveries are initiated by you, the customer. You are required to give 5 business days’ notice when the tank gauge reads 30%. If an immediate delivery is needed, NW Ohio Propane will do its best to accommodate, however, extra charges will be assessed.

NFPA Code requirements for “out-of-gas” deliveries:

- ◆ A Leak Test must be performed per NFPA Regulations.
- ◆ There will be a service fee charged for the “out-of-gas” Leak Test.

The current price and/or rate for service, minimum usage charge(s), and any other fees, charges or costs to customer is readily available by calling NW Ohio Propane at 419-636-NWOP (6967). NW Ohio Propane reserves the right to increase any prices, fees, rates or charges without prior notice.

TERMS AND CONDITIONS

1. **Acceptance:** Upon acceptance by NW Ohio Propane, LLC. of this application, applicant (and co-applicant, if any) shall become the “customer”.
2. **Out-Of-Gas Calls:** All out-of-gas calls must have a leak test and safety check performed before gas service can be resumed. All WILL-CALL customers and AUTO-FILL customers may be charged for service.
3. **Delivery Price:** Customer shall pay NW Ohio Propane’s rates, fees or charges in effect on the date that propane is delivered to customer. NW Ohio Propane reserves the right to change its rates or charges if need be without prior notice. The price of propane varies based on market influences, NW Ohio Propane’s costs, volume of use and other factors.
- 4.. **Service Charges:** Services charges are based upon NW Ohio Propane’s then current labor and operational costs.
5. **Default:** Customer agrees to pay all invoices received from NW Ohio Propane within 15 days of any such invoice. Customer will be considered in default if balances are unpaid after 15 days. Customer shall pay finance charges (1.5% monthly, 18% annually) on the 30 days unpaid balance. Any customer with an unpaid balance will not receive any more deliveries until the balance is paid in full. Customers past 60 days may have an interruption in service or their account may be terminated.
- 6.. **Equipment Operation and Access:** Customer hereby agrees that NW Ohio Propane shall have right of entry at all times upon customer’s premises at any or all reasonable hours of the day for the purpose of propane delivery to the customer-owned tank. Access will be granted to NW Ohio Propane without question or hindrance by customer or customer’s agents. Customer will always be responsible for maintaining accessibility to said equipment.
7. **Limitations on Damages:** NW Ohio Propane shall not be liable for any loss sustained by customer as a result of the exhaustion of customer’s supply of propane, nor for any injuries to persons, damage to property or loss due to the negligence by customer, its employees, or assigns. NW Ohio Propane shall not be liable for incidental or consequential damages.
8. **Confidentiality:** NW Ohio Propane does not share any customer’s personal information with any other entity except its affiliates.

I/we, the undersigned, do agree to keep current all accounts that are due. I/we also understand that NW Ohio Propane, LLC., is governed under specific laws and company policies pertaining to safety. In the event that an irregularity or question of safety should arise, or should an employee of this company become aware of such irregularity or question of safety, NW Ohio Propane will attempt to notify me/us. Disruption of service may occur until such time the repairs of the irregularity or safety hazards have been corrected and approved by this company. I/we further understand that it is my/our responsibility to contact this office should a possible safety hazard, irregularity, or danger involving my/our propane service occur, and any repairs to correct such hazard, irregularity or danger will be at my/our expense.

Applicant’s Signature: _____ Date: _____

Co-Applicant’s Signature: _____ Date: _____

Thank You for choosing NW Ohio Propane and making us “your local propane partner”. We appreciate your business!