



FUEL SERVICE, INC.

1615 E. Mason St. Dansville, MI 48819 (517) 623-6087 Fax (517) 623-6079

July 31, 2020

Dear Valued Customer,

We would like to take this time to thank you for your business. Without your loyalty we would not be able to provide competitive prices and hometown service. To our new customers, we welcome you to our company and we look forward to serving you in the future.

Included in this mailing are the explanations of our Pre-Buy Program, Price Protection Program and Budget Program. **Please take the time to read over the program options completely and carefully.** If you have any questions, please do not hesitate to contact us at 517-623-6087 or email us at karen@swanfuel.com

Your account must be current with no past due balance in order to sign up for any of these programs. **Program sign ups must be received by September 30, 2020.** The form for the program you are choosing must be completed and included with your payment. If you chose to pay with credit card, the credit card authorization form must also be completed and submitted.

Choosing a program **will not** change the delivery status of your account. Your account will continue to be on Keep Full or Will Call. If you wish to change the way you receive your deliveries then please contact the office to request the change. Will Call customers, please remember to check your tank regularly, and schedule your next delivery when the gauge reads 30% to avoid any additional fees.

Please retain the information for your selected program for future reference.

As always, the office staff are here to assist you however, you will notice a change in our procedures this year due to COVID-19.

These changes include:

- **Doors may be locked to limit the number of customers in the office at a time.**
- **We are encouraging those that would like in person assistance with completing their program sign up information to call and schedule an appointment time so that we can ensure timely and efficient service.**
- **We will have car side assistance available to those that would prefer to not enter the office but would like assistance with completing their program sign up. Just park in the front and call 517-623-6087 and someone will come out to your car to assist you.**

Again, we thank you for your business and look forward to servicing you this season!

Gordon Swan and
The Swan Fuel Service Family



2020-2021 Budget Program

The Budget Program allows you to make monthly payments based on your estimated propane usage. The Budget Program price for the 2020-2021 heating season is \$1.649. If you own your tank you will receive a \$0.10 per gallon discount. There is a \$35 non-refundable fee to sign up for the Budget Program.

1. Your monthly budget payment is determined based on your estimated usage and divided into 12 monthly payments.
2. You must make all 12 payments starting in September and ending in August, at the amount given, unless other arrangements are made with the office.
3. If the current cash price is less than \$1.649, you will receive the lower price.
4. Budget payment amounts are re-evaluated in February to ensure that your account will be paid off by August. Your payment may increase or decrease based on your usage and the balance on your account. You will be contacted if there will be any changes to your monthly payment.
5. **Failure to make your payment each month will result in your account being taken off the Budget Program.** The balance on the account will then become due in full. Future deliveries will be at the current cash price and any applicable finance charges will be billed.
6. Current Budget Program customers must sign up and pay the \$35 non-refundable fee to re-enroll in the Budget Program for the 2020-2021 heating season. **Previous Budget Program customers are not automatically re-enrolled in the Budget Program** and will be removed from the Budget Program if a sign up form and \$35 non-refundable fee are not received.
7. In August, any remaining balance not covered by your budget payments will become due in full. If there is a credit on the account or a \$0.00 balance a payment will not be due in August.
8. If you choose, automatic monthly credit card payments are available for your convenience. To take advantage of this option, please complete the enclosed credit card authorization form. Select the monthly option and indicate a date of your choosing and indicate your monthly budget payment amount that should be charged.
9. **Customers that are currently utilizing automatic monthly payments for their budget payments will have their monthly amount changed to their new budget amount automatically and do not need to complete a new credit card authorization form. If you wish for your automatic payments to stop, please contact the office.**
10. **Cash on Delivery (C.O.D.) and customers that are renting or purchasing their homes on land contract are not eligible to be on the Budget Program.**

Swan Fuel Service, Inc. 2020-2021 Budget Program

To sign up for the 2020-2021 Budget Program, complete this form, sign and send it in with your \$35 non-refundable fee.

Your account must be current with no past due balance in order to be placed on this program

Name: _____ Phone: _____

Address: _____

City: _____ Zip Code: _____

Email Address: _____ Paperless statements? Yes or No (please circle)

Your signature indicates your understanding and acceptance of the program rules of the Budget Program.

Signature: _____ Date: _____

For Office Use Only

Received \$ _____ with credit card

Received \$ _____ with check # _____

Received \$ _____ with cash

Received by: _____ Date: _____