

Allen's Oil & Propane, Inc.
427 N. Main St.
Vincentown, NJ 08088
www.allensoilandpropane.com

STD Mail
U.S. Postage
PAID
Permit # 6
Vincentown, NJ

MAILED OUT MAY 2022 FOR THE 2022-2023 SERVICE & PAYMENT PLANS

ALLEN'S OIL & PROPANE

ESTABLISHED 1919

HEATING AND AIR CONDITIONING

www.allensoilandpropane.com



Vincentown Office



Sandy & Ronnie



Hammonton Office



PROPANE TANK REFILLS

Need your propane BBQ tanks or motor fuel tanks for your RV filled? For your convenience, we have pumping stations located at both our Vincentown and Hammonton offices.

SUMMER HOURS:
M-F 7:30am-4:30pm, Sat. Closed
WINTER HOURS:
M-F 7:30am-4:30pm, Sat. 8am-12pm



427 N. Main St., Vincentown, NJ 08088

Phone: (609) 859-2334 Fax: (609) 859-1876

849 S. White Horse Pike, Hammonton, NJ 08037

Phone: (609) 561-7714 Fax: (609) 561-5668

Thank You for Your Business

We would like to express our sincere gratitude to all of our customers for your patience and understanding during these challenging times. Your notes of support have not gone unnoticed. Without you, we wouldn't be able to do what we do best – provide premium home comfort services to our customers.

We look forward to servicing you for years to come.

"Thank you for living up to your promise to provide me with propane when I call. I appreciate it so very much. Best company ever!" –Rosemary

"Thank you for 20+ years of service and support. There is no other company that can match your expertise, friendliness, and customer support." –Dione

"Thank you very much for installing our air conditioner unit in such a speedy and well done manner. It was always a pleasure to give you the work on our furnace and air unit. Thank you for waiting a week for payment, it was most gracious. May god bless you." –Jack & Bettie

"My mom and dad bought coal off Allen's when they had an office on Monroe Street, Mount Holly in the 1930's. Dad took me in my wagon down the street to get a bag of coal. Margaret worked in the office. I was 3 years old." –Eleanor



**CHECK US OUT ONLINE AT:
www.allensoilandpropane.com**

100# tank: 23 gallons. 200# tank: 47 gallons. Minimum use fee on 100# or 200# tanks is \$75.00. 420# tank: 100 gallons or minimum use fee of \$100.00 is assessed.

With respect to larger tank sizes, the annual minimum use is as follows:

Multiple 420# tanks: 100 gallons minimum use per tank. 250 gallon tank: 212 gallons minimum use. 325 gallon tank: 275 gallons minimum use. 500 gallon tank: 425 gallons minimum use. 1000 gallon tank: 850 gallons minimum use. If less than minimum use gallons are delivered in any one calendar year, Allen's may charge \$1.00 per gallon for the difference between minimum use and actual gallons delivered. The per-gallon minimum use rate may be adjusted by the Company subject to the notice provisions discussed above in subpart (C) of this Fee Schedule.

RUN-OUT FEE: \$50.00 in-route delivery. \$100.00 not in area (\$50.00 + \$50.00 out-of-route charge.) \$200.00 after hours.

REGULAR SERVICE CALL FOR SERVICE OR INSTALLATION LABOR CHARGES: For One Technician: \$155.00 for up to the first hour then \$105.00 per additional hour, prorated every 15 minutes. For Two Technicians: \$195.00 in the aggregate for up to the first hour, then \$145.00 in the aggregate per hour, prorated every 15 minutes. New Jersey sales tax is added where applicable. In addition, the cost of parts is added if necessary.

CAGE RENT: Forklift cylinder cages may be available for rent. The cost is \$50.00 per month.

CONSTRUCTION HEATERS: Construction heaters may be available for rent. The cost is \$25.00 per week per heater.

EARLY TERMINATION FEE: In the event of termination by the Customer prior to the end of the Initial Term, Customer shall pay a flat fee equal to \$150.00 and shall also pay the cost of removal of the applicable Company Equipment.

TO ALL CUSTOMERS:

**Please send check payments to our main office: Allen's Oil & Propane
427 N. Main Street, Vincentown, NJ 08088**

Any customer using their online banking accounts, please be aware it may take 7–10 days for us to receive payment. All walk-ins are welcome to pay at both our Vincentown and Hammonton offices.

Yes, I would like to sign up for:

| | | | |
|---|--------------|--|--------------|
| <input type="checkbox"/> TOTAL COMFORT PLAN—OIL HEAT | \$395.00/yr. | <input type="checkbox"/> THE TANKSURE® PROGRAM | \$99.95/yr. |
| <input type="checkbox"/> HEATER CLEAN & SERVICE | \$295.00 | | |
| <input type="checkbox"/> OIL-FIRED HOT WATER HEATER PARTS & SERVICE PLAN | \$266.56/yr. | | |
| <input type="checkbox"/> HOT WATER HEATER PARTS & SERVICE (NO SERVICE PLAN) | \$229.24 | | |
| <input type="checkbox"/> TOTAL COMFORT PLAN—PROPANE | \$365.00/yr. | <input type="checkbox"/> A/C PARTS & SERVICE | \$394.51/yr. |
| <input type="checkbox"/> PROPANE HOT WATER HEATER PARTS & SERVICE | \$255.90/yr. | | |
| <input type="checkbox"/> BUDGET PAYMENT PLAN (EMAIL ALLENSAR427@GMAIL.COM FOR PAPERLESS STATEMENTS) | | | |

Customer Account # _____

Bill my account or Charge my credit card # _____ Exp. Date _____ (We accept MC, Visa, Discover only)

Name _____ Phone _____ Phone 2 _____

Address _____

City _____ State _____ Zip _____

Paperless Billing Primary Email _____

Comments _____

Before you schedule maintenance, please remove all items from the area surrounding your oil burner and tank. The entire heating system including tank must be accessible for our technicians. Enrollment in the TankSure® Program is contingent upon the customer's tank passing an initial ultrasonic and visual inspection. While we cannot guarantee the prevention of a leak or other failure of your tank, we are providing this new service with the hope that by testing and monitoring, we can offer a long-term proactive replacement program for our customers.

ALL CONTRACTS AUTOMATICALLY RENEW AND ARE NOT PRORATED.

PROPANE: Pricing, Fees, Rates, and Charges (Effective August 1, 2022)

A. GENERAL PROVISIONS: You agree to pay the Company's price per gallon, fees, rates, and charges in effect on the date that propane is delivered for Automatic delivery or ordered for Will Call delivery, when services are rendered, or as may be set forth on the applicable delivery ticket or invoice.

B. PRICE OF PROPANE: No Notice of Change in Price. Unless you have executed a separate written agreement with the Company which determines your price (such as a Propane Pre-Buy contract), you will receive and be obligated to pay the Company's daily market price per gallon that is set at the Company's discretion, which includes, among other things and without limitation, our costs to procure the propane, freight and transportation, timing of delivery (e.g. whether a regularly scheduled delivery or emergency delivery, or at night or on weekends/holidays) and may vary depending upon factors such as the volume of propane purchased by the customer, customer requested partial fills, customer classification, whether you own your own propane tank or other equipment (as opposed to using Company Equipment,) and competitive conditions. For the avoidance of doubt, not every customer of the Company is paying the same price for propane as a result of the above factors. You may contact the Company to receive (by telephone, facsimile, or other electronic or written means) current pricing information as pricing changes frequently and without prior notice to you.

C. FEES AND CHARGES OTHER THAN THE PRICE OF PROPANE: Notice of Change. In addition to the price per gallon, the Company will apply other fees and charges to your account as identified below in this Section (C). The Company reserves the right to amend or change any fees or charges to you at any time by giving you sixty (60) days' prior written notice of the change(s) (other than price per gallon of propane, which may be changed without prior notice consistent with (B) above). The notice may be in the form of a bill insert, email, or other written notification. Other than changes in the price of propane (where no termination right is available), if you do not find changes to fees and charges to be acceptable, you may terminate this Agreement by delivering written notice of termination to the Company during such 60 day period indicating that the Agreement is being terminated due to the changes to the fees and charges. If you do not deliver such notice of termination during such 60 day period, you will be deemed to have agreed to the change(s). **THE FEES LISTED BELOW ARE NOT GOVERNMENT IMPOSED, NOR ARE ANY PORTION OF THEM PAID TO ANY GOVERNMENT AGENCY.**

EQUIPMENT FEES: Customers have the right to use Company Equipment or their own Equipment. Fees relating to equipment are the Leak Check Charge, Pump Out Fee, Reconnection Charge, removal fees, and rental fees described below in this Fee Schedule.

LEAK CHECK CHARGE: This test, performed by the Company, is required by law under certain circumstances, which may include run out caused by customer, installation of new propane piping system if there has been an interruption of gas service, or in the event a leak in the system is suspected. The local office can provide specifics on when a leak check is required and the current charge. First time is free; a \$50.00 charge applies each additional time. If a new appliance is added or an appliance is removed, a leak check will be required, performed by the Company at no charge.

PUMP OUT FEE: This charge is assessed when the Company is required to pump out a tank that contains propane in excess of five percent (5%) water capacity in order to remove a Company-owned tank from the customer's property. You can avoid this charge by continuing service with the Company until the supply of the propane in the tank is less than five percent (5%). Depending on the size of the tank/cylinder, this charge may be up to \$95.00 per hour.

RECONNECTION CHARGE: In the event that your tank is locked off by the Company due to nonpayment, this will be assessed to remove the lock, perform a leak check, and put your propane system back into service. The fee as of this Notice is \$145.00. After normal business hours the fee is increased to \$200.00.

RETURNED CHECK FEE: This fee is intended to cover the deposit return fee assessed by financial institutions and related administrative expenses associated with the return of a customer check for insufficient funds. The Returned Check Fee is \$25.00.

DELIVERY CHARGE: The customary delivery charge with respect to each delivery will be \$6.00.

OUT-OF-ROUTE CHARGE: An additional out of route charge may be incurred by customers who request Will Call deliveries within twenty-four (24) hours or after business hours or on weekends. This charge can also vary due to the distance involved and/or the time required to service the request and can be obtained from your local district office. Out-of-route charge is \$50.00 and the after-hours out-of-route fee is \$200.00.

WHERE EXCAVATION OR TRENCHING IS REQUIRED FOR INSTALLATION OR REMOVAL: You will mark or otherwise accurately identify the location of all underground systems or objects that are not marked by your State's "Call Before You Dig" program, including, but not limited to, sprinkler lines, septic systems, leach pits, underground ponds, and similar underground features. You are responsible for all costs of excavation and removal of the Company Equipment, and the Company is not responsible for furnishing fill, resurfacing, landscaping, or restoring your property to its previous condition upon removal. You will be billed on an hourly basis for this work with local labor rates prevailing, unless other arrangements are provided. The charge to remove an underground tank can vary greatly and is affected by numerous factors, including size of the tank, access to the tank, the soil conditions, and other impediments. The Company may at its option charge you for the value of the underground tank in lieu of physically removing the tank from your property.

ABOVEGROUND TANK REMOVAL FEES: 100# and up to 4-420 = \$50.00 removal fee. 250AG up to 1000AG tank = \$95.00. Pump out fees may apply in addition to removal fee.

SECURITY DEPOSITS: Security Deposits are required for all tenant locations and customers with insufficient credit. The security deposit ranges from \$150.00-\$2,500.00.

MINIMUM USE FEE: A Minimum Use Fee is charged if deliveries during the Initial Term or a given Renewal Term are less than one full tank of propane in gallons per calendar year as listed here:

Do I need to replace my oil tank?



\$99.95

THE TANKSURE® PROGRAM BILLED YEARLY STARTING AUGUST 1, 2022 AND AUTOMATICALLY YEARLY ON AUGUST 1ST



Underground Tanks:

How can you tell if your underground oil tank is leaking? There is no sure way to determine if your tank is leak-free without digging it up. Knowing the age of your tank can help you make an educated decision about going with an aboveground tank.

Basement & Aboveground Tanks:

But, don't assume that if your tank is aboveground it will last forever. Keep an eye out for some of the tell-tale signs of a problem with your tank, which can include:

- ✓ Rust or excessive surface dents
- ✓ Tank is unstable or leaning, legs rusted or bent
- ✓ Wet spots on the surface of or underneath the tank
- ✓ Tank is not sitting properly on its foundation

Why not be proactive & replace your oil tank before there is an issue?

Whatever the location of your tank, Allen's Oil & Propane would be happy to assist in the installation of a new aboveground tank. We can offer free estimates to replace the tank as well as help to put you in touch with local companies for the removal of your buried tank.

WHICH BUDGET PLAN WORKS FOR YOU?

1. It's Easy 2. It's Smart

A **10¢ per gallon discount** will automatically be applied on your account at the end of the budget season if all monthly payments are made on time.



X

**EVERY
GALLON
USED**

Offering choice of a 10-month or 11-month Budget Plan!

How it works:

The monthly Budget Payment is determined by two factors: your estimated fuel usage for the season and the projected average price of fuel during that period of time. Allen's provides the 10 or 11 monthly envelopes needed to mail your checks in. You will still receive your yellow delivery ticket, so you may monitor your fuel usage.

Budget Plan A: Our 11-month Budget begins in July. With this option, your estimated fuel cost is spread out from July 2022 through May 2023, keeping your monthly payments to a minimum.

Budget Plan B: Our 10-month Budget begins in September. Payments run from September 2022 through June 2023.

All payments are due on the 10th of every month except for our automatic billing customers (see below).

Automatic Billing is available at customer's request. A credit card is kept on file. With this option, you have a choice of a payment processing date of either the 10th of the month or the 25th of the month. Please contact Darlene at (609) 859-2334 to enroll in automatic billing.

Paperless Statements: Please call us at (609) 859-2334 or email AllensAR427@gmail.com.

For the budget plan to work properly, payments must be made in the amount established by our budget program software. If payments less than the budget amount are paid, or if 2 payments are missed, the account will be removed from the budget.

FOR CAP PROGRAM & PRE-BUY PROGRAM

Oil CAP Program

Our CAP Program is just for oil customers. As an oil customer, you will pay a one-time fee per season. When you establish a capped rate, you will not pay a higher price for oil during the season. If our price goes below the capped rate, you will then pay the lower rate. **CAP Program will be terminated if account is not kept in good standing.** Please call Diane at (609) 859-2334 after July 20th to get details.

Propane Pre-Buy Program

Our Pre-Buy Program is just for propane customers. Pre-buy your propane at the beginning of the season at a fixed price. Your price will remain fixed for your pre-bought gallons during the season until May 1st. Upon signing the agreement you will pay half down and the balance will be due by October 1st. The heating season runs from October 1st to April 30th. Please call Diane at (609) 859-2334 after July 20th to get details.

General Conditions & Exclusions

1. This service plan is available to all credit-approved residential customers. The term of the Plan is August 31st – July 31st and after reinspection will renew automatically every year unless terminated by either the customer or Company. No credit will be issued if the Plan is canceled before the expiration date.

2. Repairs or services not covered by the Plan will be performed and charged to the customer at prevailing rates.

3. TankSure® will pay up to \$1,500 toward the replacement of your tank, if you are on the TankSure® Program. Accidental damage is not covered by the Tank Replacement Payment. The Tank Replacement Payment does not cover environmental cleanup, property damage, waste disposal services, or other damages or losses caused by a tank leak or system failure. To receive the tank replacement payment, Allen's Oil & Propane, Inc. must replace the oil tank.

4. The Service Plan does not cover labor or materials to repair damage to the heating system or residence caused by the customer's neglect, including, but not limited to failure to have sufficient fuel oil in the tank, insufficient water for boiler, blown fuses or other failure of electrical system, improper thermostat settings or faulty thermostat, having heating system switches in the "OFF" position, debris buildup in the air or venting systems, and other causes related to the improper operation or maintenance of the heating system by the customer. Damage, repairs, or replacement of parts or components caused by acts of God, fire, flood, freezing, storm or weather conditions, power loss or surges, water damage, and fuel flow problems due to outside fuel storage are not covered by the Plan.

5. Service Hours: As a Preferred Customer, you will have coverage 24/7. Normal working hours are Monday through Friday, 8:00 a.m. to 4:30 p.m. Preferred service is defined as next business day. Service provided at times other than normal business hours will be invoiced at our after-hours billing rate, minus the contract discount rate. The Company will not be liable for any

damages arising from a delay or failure to provide service due to conditions beyond its control such as acts of God, labor disturbances or strikes, unavailability of mechanics or parts, failure or interruption of customer's electricity, inaccessibility of the heating system, storms, floods, or other severe weather conditions, or government laws or regulations.

6. Customer agrees to release and hold Company harmless from all claims related to losses, costs, or damage to personal or real property caused by fire, explosion, flood, freezing, power loss or surges, oil leakage, and premises left unattended. Customer agrees that Company shall not be liable for any incidental, special, or consequential damages incurred by customer or by third parties, including environmental cleanup costs.

7. Payment Terms: Service Plan fees under this Agreement shall be due when billed. Additional emergency or maintenance is due at the time of service.

8. In the event that the residence is sold, the Service Plan may remain in effect provided that the new owner contacts us within 30 days of new ownership and continues to purchase fuel oil and heating system service from Allen's Oil & Propane, Inc.

9. Amendment and Cancellation: We may amend or change the terms of this Agreement at any time. You will be notified of any change in the manner provided by applicable law prior to the effective date of the change. However, if the change is for security purposes, we can implement such change without prior notice. We may suspend or cancel this Agreement at any time. Your termination of this Agreement will not affect any of our rights or your obligations arising under this Agreement prior to termination.

OUR TEAM IS IN THE 5TH GENERATION



ADDITIONAL SERVICES

OIL-FIRED HOT WATER HEATER PARTS & SERVICE

\$250.00 + \$16.56 tax/yr.

Includes cleaning, service, labor, and parts
(except tank, relief valve, and plumbing)

HEATER CLEAN & SERVICE

\$295.00 plus parts

Straight clean and service of heater. This plan does not include parts or emergency service calls. Parts and service calls will be charged at prevailing rates.

HOT WATER HEATER CLEAN & SERVICE

\$215.00 + \$14.24 tax plus parts

Straight clean and service of heater. This plan does not include parts or emergency service calls. Parts and service calls will be charged at prevailing rates.

PROPANE HOT WATER HEATER PARTS & SERVICE

\$240.00 + \$15.90 tax/yr.

Includes cleaning, service, labor, and parts
(except tank, relief valve, and plumbing)

AIR CONDITIONING PARTS & SERVICE CONTRACT

\$370.00 + \$24.51 tax/yr.

*Effective **Monday – Friday, 8 – 4:30**

*Includes parts and labor for items listed below
(up to 5 tons) during summer season
(May 1st-Oct 30th)

*ANNUAL START & CHECK

- | | |
|---------------------------------|--------------------------------------|
| • Fan Control | • Freon (1) LBR22, (3) LBR410 or 407 |
| • Blower Belt | • High & Low Pressure Control |
| • Limit Control | • Blower Motor |
| • Expansion Valves | • Fan Belt |
| • Relay (switching) | • Air Filter (1" disposable) |
| • Condenser Pump | • Contractors |
| • Standard Thermostat | • Transformer |
| • In Line Filters/Liquid/Dryer | • Time Delay Switch |
| • Running & Starting Capacitors | • Condenser Fan Motor |
| | <i>Excludes ECM</i> |

(renews May 1st unless canceled)

*DOES NOT INCLUDE REPLACEMENT OF THE EQUIPMENT JUST REPAIRS TO EXISTING EQUIPMENT, IF PARTS ARE AVAILABLE.

UPGRADE AND SAVE!

We strongly encourage our customers to consider upgrading to a more energy-efficient heating system. Our team can provide an on-site assessment of your heating system to determine recommended next steps for increasing your efficiency and helping you save money. Call us today to schedule an appointment!



Go Paperless

View Your Account Online...
Call to Start Receiving Your
Tickets, Service Invoices,
Credit Notices and Statements
Electronically

allensoilandpropane.com

View your account balance and recent deliveries online!

Must create account for the first time.

Call or send back attached form, complete with primary e-mail address, to sign up for paperless statements.

WELCOME TO THE ALLEN'S FAMILY



MICHELLE



TONY



BRITTANY



TOTAL COMFORT PLAN* - OIL HEAT

\$395.00/yr.

► The Allen's Oil & Propane Precision Tune-Up

Professional preventive maintenance is strongly recommended annually for all systems. Maintaining and tuning up your oil burner will help save up to 10% on heating costs and add years to the life expectancy of this expensive equipment.

1. Clean interior of heat exchanger, flue pipe, and base of stack
2. Replace oil filter cartridge
3. Replace pump strainer
4. Replace oil burner nozzle
5. Replace air filter
6. Check combustion chamber
7. Clean electrodes, and set proper gap
8. Check and test operating, and safety controls
9. Check and lubricate motors
10. Check and adjust fan belt
11. Adjust heating unit to maximum efficiency
12. Perform an efficiency check

If you wish to cancel your Service Plan, please do so by August 31st for a full reimbursement. Partial reimbursements are offered through October 31st.

* TOTAL COMFORT PLANS ARE PRICED PER UNIT. **TOTAL COMFORT PLAN RUNS FROM AUGUST 1ST TO JULY 31ST, AUTOMATICALLY RENEWING AUGUST 1ST.** TOTAL COMFORT PLANS DO NOT INCLUDE REPLACEMENT OF THE EQUIPMENT—JUST REPAIRS TO EXISTING EQUIPMENT, IF PARTS ARE AVAILABLE.

► Parts & Labor Coverage (24 hours, 7 days/week)

We will repair or replace any of the following parts due to normal wear at no charge for our Oil Heating Plan customers.

- Air Filters (1" disposable)
- Blower Motor
- Burner Couplings
- Burner End Cone
- Burner Fan
- Burner Motor
- Burner Switch
- Cad Cell Relay (heat only)
- Circulator Coupling
- Circulator Motor
- Circulator Relay
- Draft Regulator
- Draft Motor
- Fan Shaft & Bearings (heat only)
- Fan Timer Control
- Firematic Oil Valve
- Fuel Pump
- Hot Water Circulator Control
- Flue Pipe & Elbows
- Fill & Vent Caps
- Delayed Oil Valve
- Ignition Transformer
- Nozzle
- Oil Filter
- Pressuretrol
- Stack Relay
- Fan Pulley (heat only)
- Fan Motor
Excludes ECM
- Fan Belts (heat only)
- Oil Lines (inside building)
- Nozzle Assembly
- Oil Fittings
- Fuel Pump Screen
- Fan & Limit Control
- Electric Wiring (connected to burner)
- Electrodes
- Thermostat (standard type)
- Fan Timer Control

ALL NON-COVERED PARTS ARE SUBJECT TO A 20% DISCOUNT.

TOTAL COMFORT PLAN* - PROPANE

\$365.00/yr. (Effective August 1st)

► The Allen's Oil & Propane Precision Tune-Up

Professional preventive maintenance is strongly recommended annually for all systems. Maintaining and tuning up your propane heater will help save up to 10% on heating costs and add years to the life expectancy of this expensive equipment.

1. Clean interior of heat exchanger, flue pipe, and base of stack
2. Replace air filter
3. Clean electrodes and set proper gap
4. Check and test operating and safety controls
5. Check and lubricate motors
6. Check and adjust fan belt
7. Adjust heating unit to maximum efficiency
8. Perform an efficiency check

If you wish to cancel your Service Plan, please do so by August 31st for a full reimbursement. Partial reimbursements are offered through October 31st.

* TOTAL COMFORT PLANS ARE PRICED PER UNIT. **TOTAL COMFORT PLAN RUNS FROM AUGUST 1ST TO JULY 31ST, AUTOMATICALLY RENEWING AUGUST 1ST.** TOTAL COMFORT PLANS DO NOT INCLUDE REPLACEMENT OF THE EQUIPMENT—JUST REPAIRS TO EXISTING EQUIPMENT, IF PARTS ARE AVAILABLE.

► Parts & Labor Coverage (24 hours, 7 days/week)

We will repair or replace any of the following parts due to normal wear at no charge for our Propane Heating Plan customers.

- Air Filters (1" disposable)
- Burner
- Burner Switch
- Flame Rod (heat only)
- Circulator Coupling
- Circulator Motor (1)
- Circulator Relay (1)
- Pilots
- Fan Belts (heat only)
- Fan & Limit Control
- Electric Wiring (connected to burner)
- Thermostat (standard type)
- Thermocouple
- Pressure Switches
- Fan Shaft & Bearings (heat only)
- Fan Timer Control
- Flue Pipe & Elbows
- Hot Surface Ignition
- Fan Pulley (heat only)
- Fan Motor Pulley (heat only)
- Fan Motor
Excludes ECM

ALL NON-COVERED PARTS ARE SUBJECT TO A 20% DISCOUNT.

View and Pay Your Account Online...
Call to Start Receiving Your Statements Electronically