

# ALCIVIA Propane Contract

## Frequently Asked Questions

**Q: When is my contract due?**

A: Your completed contract, and any necessary payments noted on the contract, must be returned to ALCIVIA and postmarked by no later than July 22, 2022, or the terms are subject to change.

**Q: Why should I contract for my propane needs?**

A: Contracting for your propane needs allows you to lock in your gallons and the price per gallon while ensuring supply for your home or business during the busy winter season.

**Q: What is the length of the propane contract?**

A: The propane contract is for the period of eight months from September 1, 2022, to April 30, 2023. The contracted gallons are estimated needs during this eight-month period. Propane delivery is also addressed during the same eight months.

**Q: What is the optional 2023-24 propane contract?**

A: If you contract for the 2022-23 season, you may have the option to contract for next season as well. The length of the second-year contract is also eight months, and runs from September 1, 2023, through April 30, 2024. By contracting for a second year, you're able to lock in your price and gallons and avoid potential volatility in the propane market. If you elect to sign up for the 2023-24 year, we will not send a new contract next year.

**Q: Will my contract auto-renew?**

A: The EFT Budget Payment plans will automatically be renewed for the following seasons. You will receive notice from ALCIVIA about the renewal before the contracted year begins, and it will include your gallons and pricing. If you wish to opt out of the auto-renewal, you may contact the energy team at 608.8198.3140. The Pay as You Go and Prepay plans will not auto-renew.

**Q: What is the Prepay Plan?**

A: This plan provides the option to pay your entire propane contract up front. Full payment under the Prepay Plan must be included with your signed contract. Taxes are not included in the contracted price and will be invoiced separately.

**Q: What is the Monthly Electronic Funds Transfer (EFT) Budget Payment Plan?**

A: Under this plan, ALCIVIA will pull your monthly payment on the 23<sup>rd</sup> of each month directly from your submitted bank account information. ALCIVIA will withdraw your payments over 12 months even though the contract terms are for eight months. This allows our customers to budget their payments and spread out the cost over a 12-month period while budgeting for your summer-fill delivery. You must complete the required EFT information on the included attachment and send it back with your contract. Taxes are not included in the contracted price and will be invoiced separately.

**Q: What is the Pay as You Go Plan?**

A: When your tank is filled, you will be invoiced on the 23<sup>rd</sup> of the month for the propane delivered. Taxes are not included in the contracted price and will be included in the invoice.

**Q: Why are my corn dryer and home heat propane gallons not separated this year?**

A: The propane gallons for corn drying and home heat will be combined going forward. Please be sure to contract enough gallons to cover your corn drying and home heat needs.

**Q: What does the Delivery Status designation on my contract mean?**

A: Your current delivery status is listed on your propane contract in the top right corner under the 'Delivery Status' heading. WC stands for will-call delivery and AR stands for auto-route delivery. Details on each program are listed below.

## Propane Delivery Status Options

Delivery status is determined by ALCIVIA and is separate from the contract status. Details on ALCIVIA's two delivery options, and the requirements for each program, are listed below.

### Auto-Route Delivery

Through this program, ALCIVIA is responsible for automatically delivering propane to your tank, which takes the burden off our customers to monitor their tank's status. With ALCIVIA's auto-route delivery, we either receive notification from your tank monitor when propane is needed or estimate your propane usage when your tank is ready to be filled.

#### Requirements for Auto-Route Delivery

- An ALCIVIA account that is maintained in good standing with an approved credit application.
- Unblocked access to your propane tank is required to ensure delivery.
- When changes occur to the occupancy of your home, or if updates to a home or facility such as new windows, insulation, fireplace, additional appliances, etc. are addressed, ALCIVIA must be notified.

### Will-Call Delivery

As a will-call delivery customer, you are responsible for monitoring the propane volumes in your tank and must reach out to ALCIVIA when propane is needed. ALCIVIA will not proactively monitor or fill propane tanks under the will-call delivery program. A propane order must be placed when the tank reaches the 25% fill level and allow a minimum of five business days for delivery. A fee of up to \$350 will be charged for any emergency fills.

If your tank runs out of propane, a mandatory leak test is a regulatory requirement and has a fee of \$70 plus tax. Someone over the age of 18 is required to allow inside access to the structure for the test.

#### Requirements for Will-Call Delivery

- Minimum of five business days' notice for propane delivery.
- Minimum order of 250 gallons for a 500-gallon tank and 500 gallons for a 1,000-gallon tank.
- Customers with 100-pound cylinder with auto-change stands need to call when the first bottle is empty.
- Unblocked access to your propane tank is required to ensure delivery.

#### How to Change to Auto-Route Delivery

- You must have and maintain an ALCIVIA account in good standing with an approved credit application. You can visit <https://www.alcivia.com/resources/> to fill out a credit application or you may reach out to our credit department at 608.251.9010 x7 x1.
- Upon credit application approval, please reach out to our energy team at 608.819.3140 to change your account to auto-route delivery.