

Terms of Service:

By signing below you consent to the following terms of service and mutual promises:

1. Como Oil & Propane will bill Customer once a month for heating fuel consumed during the previous billing period as estimated by Como Oil & Propane using its tank monitors or degree day system, at the price printed on the delivery ticket on the day those gallons were delivered. Customer agrees to pay based on Como Oil & Propane's credit terms.
2. Once Customer is enrolled, Paygo billing will start after the next tank fill-up. Any fuel already in the Customer's tank at the time of the first Paygo fill-up will be designated as the "starting fuel amount." Paygo will bill Customer first for any Paygo gallons delivered. In the event that customer's usage exceeds Paygo gallons delivered, Customer will not be billed for fuel drawn from the starting fuel amount.
3. Customer agrees and understands that he/she is ultimately obligated to pay for all the heating fuel that has been delivered, in accordance with Como Oil & Propane's delivery ticket(s). Payment is due according to Como Oil & Propane's payment terms.
4. Customer may cancel Paygo service at any time. However, in this event, or in the event that Customer discontinues purchasing fuel from Como Oil & Propane, Customer understands and agrees that he/she will be responsible for paying for the fuel which has been delivered but has not yet been paid for— "the ending fuel balance"—whether or not that fuel has been billed prior to cancellation of service. Such payment is due within 15 days. In no event will the Customer be charged for more gallons than have been delivered by Como Oil & Propane.
5. Your delivery prices and your estimated consumption will be included on your monthly statement for the applicable period and is also available by contacting one of our Customer service representatives.
6. In order to ensure the accuracy of your bills, Como Oil & Propane will regularly reconcile the gallons delivered according to Customer's delivery tickets with the gallons estimated to have been consumed. This is called a Meter True-Up, and typically occurs after each fill up. Your account balance will be adjusted accordingly. If there is a discrepancy between the estimate and the delivery ticket, the delivery ticket as calculated by the truck meter shall prevail as it is certified and regulated by the state of Minnesota or Wisconsin and an adjustment will be made to Customer's invoice.
7. In the event of a dispute regarding the estimated consumption and such dispute is not immediately resolved following Customer's notification of a Como Oil & Propane customer service representative, Como Oil & Propane may dispatch a representative to Customer's residence or building to investigate the tank level, confirm the accuracy of the tank monitor (if one has been installed) and, when necessary, install, repair or replace a remote monitor. Como Oil & Propane will then adjust the billing amount accordingly. If the dispute remains unresolved following a visit by Como Oil & Propane's representative, Customer agrees to pay for all previously delivered but unbilled gallons within fifteen (15) days of receipt of a new invoice, in addition to any other outstanding balances.
8. In order to increase the accuracy of your bill, Como Oil & Propane may decide to install a tank monitor on Customer's tank to enhance its ability to estimate daily fuel consumption. If so, Customer agrees to permit Como Oil & Propane or its representative to access Customer's residence or commercial building to install such device on his/her fuel tank and, when necessary, conduct repairs, replacement or removal of the device. The monitoring device will remain the property of Como Oil & Propane. Should customer discontinue Paygo service, Customer agrees to allow Como Oil & Propane physical access to uninstall the monitoring device during normal business hours. Removal of the monitoring device will generally occur within 15 days of cancellation.
9. Como Oil & Propane retains the right to discontinue Paygo service to any enrolled Customer due to operational or technical limitations as Como Oil & Propane may determine in its sole discretion. Customer agrees to pay for all previously delivered but unbilled gallons within fifteen (15) days of receipt of a new invoice, in addition to any other outstanding balances.
10. Any late payment(s) are subject to a finance charge of 1½% per month until the account is paid in full. Customer understands that late payment or non-payment may at Como Oil & Propane's sole discretion result in cancellation of Paygo service and removal of the remote monitoring device if one has been installed.
11. Paygo is only available to Customers who get all of their fuel exclusively from Como Oil & Propane. Customer must be enrolled in scheduled delivery service with Como Oil & Propane. The Paygo service will continue until either Como Oil & Propane or Customer provides notice of cancellation to the other party. Customer agrees to notify Como Oil & Propane by phoning a Customer service representative.
12. Customers enrolled in Paygo may participate in one of Como Oil & Propane's price protection programs. If such a program is selected by Customer, the price and terms of that program shall be separately agreed to in writing by Customer and Como Oil & Propane. If Customer is paying under our monthly payment plan, the cost of the fuel delivered, which would be applied against Customer's monthly payments, would be calculated on the basis described above.
13. Unless Como Oil & Propane has established its ownership of Customer's fuel tank via a separate agreement, nothing in this agreement shall be interpreted to mean that Paygo or Como Oil & Propane is assuming ownership of Customers' tank, heating equipment or fuel in the tank. Customer remains solely liable for any environmental or related costs or fines resulting from a fuel release in his/her home or building unless such cost or fine is directly caused by Como Oil & Propane's negligence or reckless conduct.

I agree to comply with the above terms and want to enroll in Como Oil & Propane's Paygo service:

Signature	Date	Phone
Printed First & Last Name	Email Address	
Street Address	State	Zip Code