

## **Fees: Quick Guide**

Monitor Rental	\$150
Tank Rental	\$150
Off-Route Fee	\$150
Call- In Runout Fee	\$150
Leak-Test Fee	\$75
Service Call	\$150 per hour

## **Current Fees and Charges Descriptions**

The fees and charges provided here are the most frequently assessed by Chili Gas (“Company”), but other fees and charges may apply depending on the services rendered\*. Please contact 845-673-5060 for specific questions and updated information. THE FEES AND CHARGES LISTED BELOW ARE NOT GOVERNMENT IMPOSED, NOR IS ANY PORTION OF THEM PAID TO ANY GOVERNMENT AGENCY. COMPANY RESERVES THE RIGHT TO CHANGE ITS FEES AND CHARGES AT ANY TIME AND WITHOUT PRIOR NOTICE.

**Early Termination Fee** - For customers with Leased Equipment, you have received certain benefits from the Company in exchange for your service commitment. In the event that you terminate propane service with the Company prior to the end of the Initial Term, the Company will charge you an Early Termination Fee. The Early Termination Fee is \$150.00, plus tax.

**HazMat & Safety Compliance Fee** - This fee, which is assessed on propane deliveries, helps to offset the costs the Company incurs to comply with federal, state and local government regulations, such as those relating to hazardous materials, homeland security, emergency preparedness, workplace safety and related administrative costs. It is also used to fund, in part, among other things, employee safety training, inspections, cylinder re-qualification, and environmental compliance. The fee as of the date of this Notice is \$12.00 per delivery.

**Leak Check Charge** - This charge is applied when the Company performs a leak check to verify that the propane system does not have a leak. This test is required by law under certain circumstances, which may include: when new piping is installed, if the gas has been turned off for any reason, if there has been an interruption of gas service, or if a leak in the system is suspected. The Leak Check fee is \$75.00, plus tax when required.

**Meter Fee** - This fee applies if your propane usage is measured by a Company owned meter. The fee also helps to offset the cost of the meter, meter reading and related administrative costs. This fee also helps to offset the costs otherwise covered by the HazMat & Safety Compliance Fee (as described above), which is not charged to metered customers. The fee as of the date of this Notice is \$12.00 per month.

**Paper Invoice Fee** - This fee applies if you choose to receive paper invoices from the Company. This fee is \$3.50 per invoice. You may avoid this fee by enrolling in paperless billing on our website at <https://chiligas.com/pricing-payments/go-paperless/>

**Tank Pickup Fee** - Upon termination of service, Company will remove any Company-owned tank on your property. The charge for removal of standard above-ground tanks is \$150.00, plus tax

**Reconnect Charge** - If your tank is locked off by the Company due to nonpayment, this charge will be assessed to remove the lock, perform a leak check and put your propane system back into service. The fee as of the date of this Notice is \$150.00, plus tax.

**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 \$35.00.

**Service Dispatch Charge** - This applies when a service technician is requested to perform diagnostic or other service work on Customer-Owned Equipment. The Service Dispatch Charge as of the date of this Notice is \$150.00, plus tax. This charge will not be credited toward service work performed and additional charges may be assessed depending upon the nature of the service work required.

**Expedited Delivery Fee** - This applies when a customer enrolled in the Will Call Delivery option requests a delivery within (3) days or if any customer requests non-emergency service after business hours or on weekends. This fee is \$150.00, plus tax.

**Emergency Delivery Fee** - This applies when a customer enrolled in the Will Call delivery option requests a delivery within one (1) day. This fee is \$150.00, plus tax.

**Tank Rent** - You agree to pay tank rent ("Tank Rent") once per year while the Leased Equipment is installed at your residence. The amount of Tank Rent can vary depending on, among other things, the size of the tank, the location of the residence, and your annual usage. Tank Rent may be increased on an annual basis due to inflation or other factors. For certain Customers who entered into prior minimum use arrangements with Company, Tank Rent is waived if they meet certain minimum propane use requirements. For these Customers, Tank Rent is waived if the Customer purchases two (2) times the water capacity of the tank within the prior twelve (12) months of the Customer's contract year. Please contact 1-845-673-5060 if you have questions about the Tank Rent that is applicable to you.

**Minimum Delivery Fee** – This fee may be charged for a requested Will Call delivery that is less than 100 gallons and may vary based upon geographic location and tank size.

\*The fees listed above may vary depending upon the state in which you live. Please consult your agreement with Chili Gas for specifics about the fees that apply to you or call us at 1-845-673-5060.

#### PAYMENT TERMS AND LATE FEES.

If you have received credit terms from the Company, you will be billed after propane is delivered or services are rendered, unless you have enrolled in a budget payment program. You agree to pay the invoiced amount on or before the due date indicated on the invoice. If you dispute an invoice, you must contact 1-845-673-5060 within thirty (30) days of receipt. If you fail to timely pay all amounts owed to Company, Company may, unless prohibited by law, add a monthly late charge of 1.5% of the average daily balance until paid or a late charge of \$36.00, whichever is greater. If you fail to make a payment on your outstanding amount owed, the Company may, after providing written notice to you, suspend service and/or place a lock on Leased Equipment. If Company places a lock on Leased Equipment, all amounts outstanding (including the applicable Reconnect Charge) must be paid in full before service will be restored. Company may at any time require you to pay for propane deliveries or services in advance, to post a cash deposit, or to provide other forms of credit enhancement. Company may apply any amounts it holds from you, whether a security deposit or otherwise, at any time in whole or in part against the outstanding balance.

Last Updated August 22nd, 2023