



5923 W. Imlay City Rd.
P.O. Box 66
Imlay City, MI 48444

Fax: 810-724-3330
www.parschoil.com

New Residential Propane Customer Information

First step in the new customer process is for you to fill out a customer application. Once we have received that information, a credit report is acquired to determine our ability to accept or decline the opportunity to be of service to you.

Once it has been determined we can accept the opportunity to be of service to you, a date will be set for Al Parsch Oil & Propane Co. to set your propane tank.

A few things we would like all new customers to know, so that the switch is as smooth as possible for you the customer as well as our staff:

- Homeowner needs to be home at the time of the new tank installation
- Your first delivery needs to be paid for prior to the day of your tank set or the day of your tank set.
- All new customers are given .10 off per gallon on your first fill up. The price per gallon is determined by the current market price of propane for the day your tank is set.
- From that point on, all of our customers are treated equally. We do not offer great deals for a short period of time to new customers and then overcharge our loyal customers.
- Each customer has the opportunity to participate in our pre-buy and price cap program each year the programs are available.
- Keep Fill or Will Call service is available to all customers. Being on a Budget or Pre-Buy program does not automatically put your account on Keep Fill. It is important for you to notify our office in writing which type of service you prefer.
- We do our best to set the size tank that will best suit your needs, however, it is sometimes necessary for us to charge tank rent when there is not enough usage.
- The yearly usage required is as follows:
 - 500 gallon propane tank – 700 gallons per year
 - 330 gallon propane tank – 500 gallons per year
 - 120 gallon propane tank – 2 fills per year (180 gals per yr)



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If the minimum gallons are not met, tank rent is \$65.00 per year for the tank sizes mentioned above.

We offer Keep Fill and Will Call Service:

- Keep Fill service means our drivers will take care of scheduling all your deliveries. You will not need to watch your tank. One delivery, however, does need to be paid for before the next delivery will be made.
- Will Call customers, we ask that you call in for a delivery when your tank reads 25 – 30%. This allows our drivers time to schedule your delivery without disrupting their normal schedule. If you call for a delivery that cannot be scheduled in and we have to pull a truck off a route, there will be a delivery charge. A delivery may take up to 3-5 business days during peak periods. If you completely let your tank go empty, it is required by law that we perform a leak check on your tank. This will be an additional cost of \$25.00.