



PO Box 630
120 S Broadway
Pelican Rapids, MN 56572
P. 218-863-2811
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OUT OF FUEL OIL POLICY

To our valued customers:

We want to inform you of our policy for servicing customers who run out of fuel oil. We are in business to service you and provide a safe working environment for our employees. Unfortunately, we realize there may be times when you unexpectedly run out of fuel oil. This can create an unsafe environment for both you and our delivery drivers, especially if these emergency deliveries occur late at night. In addition, our drivers run regular routes to maximize their efficiency and minimize operating costs, which keeps our costs to our customers competitive. **Customers who run out of fuel oil may experience a long wait before the delivery driver can bring fuel oil to your location.**

If you experience a situation where you run out of fuel oil, you should:

Call us immediately. If your call is after hours call the convenience store at 863-2811 and they will call the on call driver. If there is no answer, call Greg Larson at 218-234-3698 at any time.

It is imperative that you be home so we can bleed the fuel line and get the furnace started.

This return trip will result in an additional charge.

The following is a list of charges for Out of Fuel Oil situations:

Customers on *Scheduled Delivery* ---No Charge.

(In order to set up on scheduled delivery you must contact the office directly and it will only be allowed upon the manager's approval. Fuel Oil must be your only source; anything else will nullify our responsibility if your tank runs out.)

Customers on *WILL CALL or COD, or Delinquent Scheduled Delivery* accounts:

\$150 per trip same day, evenings, Saturday afternoons, Sundays, and holidays
\$30 to bleed the line and get the furnace started

FEE DUE AT TIME OF DELIVERY

These fees are subject to change at the discretion of Park Region Cooperative.