

# General Conditions

# Propane Energy Savings Plans

1. This agreement cancels and supersedes all prior agreements between the parties for service. The agreement will be automatically renewed annually at Santa Fuel's option. Santa Fuel, herein referred to as the Company, maintains the right to modify the agreement's price and/or other terms and conditions effective on the anniversary date. The invoice sent and paid constitutes final agreement by both parties. Either party may cancel the renewal of the agreement with written notice prior to the expiration date. Should this agreement be cancelled during the term of the agreement for any reason there shall be **no refund value**. If the customer cancels the agreement for any reason before the end of the service period, the customer is responsible for the remaining balance on the agreement. This agreement is transferable.

2. This agreement is offered to all customers subject to an inspection and approval of their equipment. If upon inspection, the customer's equipment is found to be unacceptable or obsolete, the customer's agreement will be cancelled and a pro-rated refund will be returned to the customer. Repairs required to place equipment in acceptable conditions are excluded and will be charged separately.

3. During the term of this agreement, all LP propane requirements must be purchased from the Company under automatic delivery schedule and paid for under the terms established in your credit agreement. **Failure to do so will void this agreement.**

4. An annual propane tune-up will be performed once during the term of the agreement. Tune-ups are performed by our Service Department during normal working hours (Monday - Friday 8:00am to 4:00pm excluding holidays). Scheduling tune-ups for summer months is preferred, limited availability November-March. Scheduling is the homeowner's responsibility: **no refunds for tune-ups not performed**. The company reserves the right to charge the customer for a half-hour labor (at our normal hourly billing rate) for missed appointments.

5. **Service Hours:** During the life of the agreement, the Company will provide dependable and prompt emergency service 24 hours a day, seven days a week, 365 days a year. **Emergency Service** constitutes no heat, propane odors, smoke in the home, or dangerous situations. No hot water does not constitute an emergency. All other service will be considered **Priority Service** and will be performed during normal working hours, Monday through Friday, 8:00am to 4:00pm. Should non-emergency service be performed outside normal business hours, the service will be charged at time and a half rate.

6. The Company will not be liable for damages or losses resulting from delays or failure to render services for reasons beyond our control. These reasons may include, but are not limited to, damages in a vacant home due to burner failure or lack of fuel. Vacant property should be checked daily by the owner or the owner's agent.

7. This agreement does not cover acts of God, fire damage, flooding, or water damage except that which is caused by ordinary wear and tear.

8. There shall be no liability, for any reason, on the part of the Company for work done by anyone else, unless such person is authorized, in writing, by the Company to perform such work or furnish parts.

9. The Company's obligation to furnish parts specifically listed herein shall be subject to the availability of parts through usual supply sources. Replacement of obsolete items for which parts are not available will be performed on a time and material basis.

10. The 10% service discount associated with the Propane Energy Savings Plan is only eligible towards the replacement/repair on the existing propane system in place. The respective agreement discount will not be valid towards service work associated with upgrading equipment, converting energy sources, or new equipment installations.

11. All payments under this agreement shall be due when billed. Terms are due at time of service. In the event said charges are not paid when due, the customer agrees to pay service charge of 1.5% per month which is an 18% Annual Percentage Rate and which will be charged on the average daily balance on any account past due over thirty (30) days. Work is billed and due when service is rendered.

12. This agreement contains in the entire agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed herein.

13. The customer will receive an annual \$50 discount off the total price of any bundled Energy Savings Plans upon renewal of the combined agreements.



*Protection for propane  
gas heating systems*



**800.937.2682**

**www.santaenergy.com**

154 Admiral Street  
Bridgeport, CT 06605



## Propane Energy Savings Plan

(Atmospheric)

## Propane Energy Savings Plan

(High Efficiency)



Propane Gas



Keep your family comfortable while saving money with our Propane Energy Savings Plan. Benefits include:



### Annual Heating System Tune-Up

Keeps your heating system running at peak efficiency for reliable comfort and energy savings all year long.



### 10% Discount on Service Repairs

Customers receive a 10% discount on service repairs (excludes system replacements).



### Priority Service & Scheduling

Propane Energy Savings Plan customers will receive daytime priority service from our highly skilled and licensed technicians. Should your system need service after hours, you will have our earliest appointment on the next business day.



### Improved Indoor Air Quality

New standard 1" air filters each year can make a big difference in the amount of dust and particulates blowing through a hot air system.



### \$250 New Equipment Installation Discount

# \$250 OFF

#### YOUR PROPANE HEATING SYSTEM REPLACEMENT

Cannot be combined with other offers. Limit of one per customer. Coupon only valid for equipment sold and installed by Santa Energy while currently enrolled in our Propane Energy Savings Plan at time of replacement.



# Enhance Your Energy Savings

## Propane Water Heater

## Tankless Water Heater

## Propane Fireplace

Benefits Include for all plans above: (with Propane Energy Savings Plan)



### Annual System Tune-Up

Must be done in conjunction with the heating system tune-up.



### 10% Discount on Service Repairs

Customers receive a 10% discount on service repairs (excludes system replacements).

## Propane Hot Water Storage

Benefits Include:



### 50% Discount on Service Repairs

Customers receive a 50% discount on service repairs (excludes system replacements).

## Humidifier

Benefits Include:

(with Propane Energy Savings Plan)



### Annual System Tune-Up

Must be done in conjunction with the heating system tune-up.



### 10% Discount on Service Repairs

Customers receive a 10% discount on service repairs (excludes system replacements).



### Parts Protection

Replacement of the following parts (and associated labor) by our highly trained and certified Santa Energy Experts are covered with NO cost to you:

• Pad  
• Current Sensing Relay

• Float  
• Valve

• 24v Transformer

\*\*Steam Humidifier Systems Not Covered\*\*

## Propane Tank Monitoring

Enroll in our Propane Energy Savings Plan and any of the following and

# SAVE \$50!



Multiple Units



A/C Energy Savings Plan



Generator Energy Savings Plan