

ABC FUEL OIL CO. BUDGET PLAN TERMS

- 1) A credit account with ABC is required to participate in the budget plan. You may apply for a credit account by calling us at (717) 545-4758 if you do not already have one.
- 2) The budget period runs from August 01 – May 10. The budget *billing period* (i.e., the time frame during which invoices will be applied to the *current* budget period), is August 01 - May 31.
- 3) Enrollment in the budget program for the upcoming season closes each year on August 31st. New customers are permitted to enroll later than August at ABC's discretion, but **all missed payments must be made up at the time of enrollment.**
- 4) Budget customers are automatically re-enrolled in the program each year. ABC will remove an account from the budget program at any time the account holder requests we do so. **Any existing balance on the account that is older than 30 days will be due immediately upon removal from the budget program.**
- 5) Payments are due on the 10th of each month. Payments are considered *late* if not received by the 15th of each month.
- 6) Payments are considered to have been *missed* if not received by the end of the month in which they are due. ABC may, at its sole discretion, **suspend delivery to an account** pending receipt of missed payments. ABC will **always** notify you if delivery has been suspended to your account.
- 7) Budget payment amounts are calculated individually by customer, and are based on an estimate of each customer's anticipated balance during the upcoming season. *If conditions during the budget period change significantly from projected ones, your monthly budget payment amount may also change at that time.* These changes usually happen when the cold weather is harsher than predicted, when the customer chooses to use more fuel, or when market conditions drive the price of fuel above projected levels. When this happens, *each affected customer is notified of all changes in advance, and every effort is made to keep the new payment as close to the original one as possible.*
- 8) Customers may request adjustment to their budget payments by calling our credit office. In certain cases, payments can be adjusted at a customer's request. Any adjustments we make are subject to the terms outlined in # 7 above. Should you have your payments adjusted to a lower rate, and should that rate then prove insufficient to cover your fuel use, your payments will be re-adjusted. ABC will **always** inform you of any changes.
- 9) Budget plan payments cover **only** fuel and service policy invoices (if applicable; your service policy may not be included in your budget plan. If it isn't presently included in your budget, we can add it at your request). If you receive service that is not covered under your service policy, or if your service policy is not included in your budget plan, these invoices will be billed under our normal terms for credit accounts: payment in full is due **30 days from date of invoice.**

- 10) **You will receive a final statement at the end of the budget season, which will show whether you have a balance or credit on your account. You are responsible for paying any outstanding balance in a timely manner.** Conversely, if your budget payments have **completely resolved** your balance for the season **before** your remaining payments are due, **you may stop making them, provided you notify us of your intent to do so.** If you have built up a credit at the end of the season, you may either **request a refund**, or apply the credit towards **lowering your payments for the next season.**
- 11) **You are responsible for keeping track of your account balance, and for ensuring that our contact information for you is correct.** ABC will attempt to notify you if your balance gets too high, or if your payments will not suffice to cover your expected fuel use, but **you** are ultimately responsible for keeping track of your payments and invoices. ABC mails an invoice or leaves one at the delivery address, depending on customer account settings, **each time a delivery is made.** We mail out invoices for each service policy renewal **prior to the renewal date.** We understand that things sometimes get lost, but if you have not received an invoice, it is **your** responsibility to notify us of this, and to request a new one. *We will not be responsible in the event you incur a large balance and fail to notice it, or if our attempts to contact you regarding your balance are unsuccessful.*
- 12) **ABC may, at any time, remove you from the budget program for failure to adhere to its terms, or for any other reason it deems proper cause.** If you are removed from the budget program, any balance on your account that is older than 30 days will be due **immediately**, and finance charges of 1.5%/month (18% APR) will be applied to any outstanding balance at the end of each month thereafter until it is paid.
- 13) **Your balance may not exceed your credit limit at any time, regardless of monthly payment amount or current payment status.** Credit limits are calculated based on different factors, including payment history, income level vs. expenses, credit report information, etc. Most customers have a credit limit of **\$1,000.00.** If you exceed your credit limit at any time during the budget period, ABC may ask you for supplemental payment to bring your balance down before further deliveries can be made.
- 14) **In the event that you have made all your scheduled payments, but have a balance due at the end of the budget period, you may use June and July to resolve it. Payments are due on the 10th of each month. At least one June payment is required on these balances.** If you intend to use June and July, you must notify us of this, **preferably by May 31st**, in order to avoid receiving reminders, notices, or inquiries in the mail.
- 15) **Accounts that are not paid by the 15th of July will be prevented from re-enrolling in the budget program until the balance is resolved.** Balances that continue past July 15th will be assessed finance charges at the end of each month as detailed above, and may incur additional collection activity. **If your re-enrollment in the budget program is delayed due to an outstanding balance, you will be required to make up any missed payments at the time of re-enrollment.**