

Crowley Fuel Company

Automatic Delivery Policy

It is the intention of Crowley Fuel Company to provide automatic delivery customers with safe, continuous, and worry-free service. In order for this Automatic Delivery Policy to be successful, it is necessary the following conditions must be met:

- We need to fill your tank with every delivery. A full tank is the baseline that we use to check our calculations and make adjustments up or down. We cannot be certain that our calculations are correct when we are putting in anything less than a fill because we don't know how many gallons are left in your tank.
- We cannot take responsibility for any run outs that occur because a customer requested that we not fill their tank.
- Consistency is the most important factor in successful degree day calculation. We work very hard on these calculations to prevent run-outs. If you make oil-saving changes to your home such as replacement windows, adding insulation or a woodstove, we can adjust our calculations accordingly. If you make changes that will cause you to use more oil than usual such as discontinuing woodstove use or heating parts of your house that you don't normally use, you must let us know. It is important to note that a significant increase in your consumption of oil can be a sign of problems with your oil line if it runs unprotected beneath a cement floor.
- Automatic delivery customers are expected to pay in full for all deliveries made to their oil tanks by Crowley Fuel Company. It is the responsibility of the automatic delivery customer to cancel the automatic delivery service. Crowley Fuel Company will only provide automatic delivery service to customers in good financial standing.
- Driveways must be kept clear of snow and ice within a reasonable time after a storm so our trucks are able to safely make deliveries when they are due.
- We cannot accept responsibility for losses caused by running out of oil or for releases due to failure of oil tanks, oil lines, and equipment. It is the customer's responsibility to monitor the heat in their building and call for service when needed. A variety of devices are available for monitoring vacant buildings. We are always ready to work with customers to help them protect their assets.

If you want to know how we calculate deliveries, read this:

We use K factors and degree-days to calculate when to make deliveries to our automatic customers. The K factor is the number of degree-days per gallon of oil burned. Degree-days are calculated by adding the high and low temperatures for the day, dividing by two, and subtracting from sixty-five (the highest degree day average for this climate). For example, if you have 172 gallons delivered on December 14 when the accumulated degree-days are 1789, and your previous delivery was made on September 14 when the accumulated degree-days were 103. To find your K factor, subtract 103 from 1789 and divide by 172 to find 9.8. To calculate the next delivery we multiply your K factor (9.8) times 180 gallons (which is our target delivery) and add the 1764 to the 1789 degree days already accumulated to get 3553. On or near the day when 3553-degree days accumulate, we should be delivering approximately 180 gallons.

I have read the above Automatic Delivery Policy & agree to the terms & conditions.

Customer's Signature: x _____

Date _____