



EASTERN IOWA PROPANE & PETRO

Summer 2017 ♦ Newsletter



FRONT: Zach Nissen, Justin Arp, Dylan Strunk **BACK:** Denise Witt, Brent Seeser, Cathy Nelson, Mike Kroymann, Scott Nissen, Paige Seeser, Jill Everett, Tom Witt, Jim Appleby, Jeff Paulsen, Terry Raab, Bob Mohr, Randy Seeser **TRUCK:** Andy Burmeister

Not pictured: Dave Hansen, Duane Reedy, Joe Sander, Kevin Dell, Tom Henricksen, Brian Schoel

OFFICE HOURS:

Monday - Friday
8:00 AM - 5:00 PM

Saturday
8:00 AM - 1:00 PM

Sunday
CLOSED

34 YEARS OF GREAT SERVICE!

Locally owned & operated.



*Proudly serving your residential,
commercial, and agriculture needs!*

WWW.EASTERNIOWAPROPANEPETRO.COM

4540 LINCOLNWAY
CLINTON, IA 52732

Since 1983!

PH: (563) 242-2921
TF: (800) 397-2921
FAX: (563) 242-5820



**LEARN HOW TO
READ YOUR
PROPANE
GAUGE TO
AVOID AN
OUT OF GAS
SITUATION**

REBATE PROGRAMS

Once again, the Iowa Propane Gas Association is offering rebates on new furnaces and new water heaters.

Water Heaters \$150
Furnaces \$250

We must have a copy of the invoice and our service technician must inspect the system

These funds are on a first come, first serve basis.

PROPANE SAFETY & POLICY

The State of Iowa has adopted the National Fire Protection Association's requirements for out-of-gas situations. These regulations require anyone delivering propane to a tank that is out of gas to perform a leak test on the gas system prior to returning it to operation. Because access to your appliances and an adult signature is needed, we require someone 18 years of age or older to be present for this safety inspection.

OUT OF GAS CHARGES:

	BUSINESS HOURS	AFTER HOURS
1ST OCCURRENCE	\$75	\$125
2ND OCCURRENCE	\$100	\$150
3RD OCCURRENCE*	\$125	\$175

*If you run out of gas a **4th time**, it is our policy to pick up any EIP tanks leased by you and require you to find another propane supplier.

To avoid running out of propane, request to be on an automatic fill route or be sure to notify us **before your gauge drops below 20%**.

Due to the nature of our business, a **48-HOUR NOTICE** is required for delivery requests. **Same-day deliveries are subject to our availability**, and will be charged \$50.00 during business hours and \$100 after business hours. Holiday deliveries will be charged \$200.

PAYMENT POLICY:

Our payment policy requires full payment within 10 business days from the date of delivery or the discount of 25 cents per gallon will be added back to the delinquent account. **Delinquent accounts will be skipped on the routes and you will have to call to arrange payment & delivery.**

We offer budget payment plans and contracts to help you manage your bills. See the following page for information on these plans and contact our office to make appropriate arrangements.

SERVICE REQUESTS:

If you are planning any changes to your home or outbuildings that will require us to set a new propane tank or perform other service work, please let us know as soon as possible. We will do our best to tend to your needs in a timely manner; however, please understand that our technicians have work scheduled in advance as well as unexpected emergency situations that arise. Thus, we can get very busy, especially between the months of October and January. Please plan accordingly.

Please see the enclosed pamphlet for propane safety tips and what to do if you suspect a leak!

BUDGET PLANS & CONTRACTS

Budget plans allow you to spread your propane cost over a period of time by figuring your usage history, multiplying by a projected fixed price, and then dividing over 11 months. You will make level monthly payments over this time. Budget plans begin July 1 and end May 31.

Contracts allow you to lock in a fixed price for the winter heating season. We offer contracts for Residential, Commercial, and Agriculture Heating & Grain Drying. You can choose between a Prepaid or 10-cent Deposit contract. Home heating & Commercial contracts end April 15, and Grain Drying contracts end November 30.

*For both budgets & contracts, you **MUST** sign new paperwork each year! If you participated this past year, we will send you renewal paperwork. If you did not participate, or skipped a year, you will need to contact us to request new paperwork. You will also be placed on an automatic fill route and receive a summer fill. Typically, propane prices are lowest during the summer months when usage is down. That's the rationale behind the summer fill. If you are not on an automatic fill route please call for a summer fill.*

REFINED FUELS



24 HOUR PAY AT THE PUMP FUEL STATIONS

Two locations:

Hwy 30 west of Clinton provides E-85, Gasohol, Off Road Diesel and On Road Diesel.

New Liberty Road at Maysville, IA provides Gasohol, Off Road Diesel and On Road Diesel.

Both accept all major Credit Cards.

Our delivery trucks provide Fuel Oil, Gasohol, Highway and Ag Diesel for your Agriculture, Commercial, or Residential needs.

The minimum delivery is 150 gallons. We have discounts available for deliveries over 500 gallons, as well as a discount for paying within 10 days.

Occasionally your regular driver may not be available and a different driver will make your delivery, so please make sure your tanks are labeled with the proper product.

Fall and Spring contracts are available by contacting your driver or calling our office.

We also ask for a 48-hour notice for deliveries so we can efficiently route our deliveries.



BUDGET PLAN AGREEMENTS ARE AVAILABLE IN JUNE.

CONTRACTS ARE AVAILABLE AFTER AUGUST 15.



If your pet has a tendency to be protective or aggressive, or you don't know how it will react to our being on your property, please advise our office so we can make arrangements to ensure the safety of our delivery drivers.

THANK YOU!

TIME FOR A NEW GAS GRILL?



Stop by to see our line
of New Phoenix Grills!
They Grill, Roast,
Steam, and Smoke!

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CHECK OUT OUR
NEW WEBSITE
WHERE YOU CAN
VIEW & PAY YOUR
BILLS ONLINE!



CYLINDER REFILL & EXCHANGE

Stop by to refill your gas grill tanks and check out our stock of New Phoenix Grills and Accessories! We also offer a Cylinder Exchange program for our commercial customers! Contact our office for pricing and route information!



Or Current Resident

ILLINOIS BULK PLANT

To better serve our Illinois customers, we are installing a propane bulk plant in Fulton, IL this year. This will increase our storage and allow for our Illinois delivery drivers to reload closer to your area, saving the time it takes to drive back to Clinton to load. The time saved in reloading will be used for making more Illinois deliveries per day than before!

THANK YOU to everyone who filled out the customer application form we sent out! Those who did not have one on file were sent one per our insurer's request. We have updated many incorrect/missing phone numbers, etc. with this information. If you received a form and have any questions, please don't hesitate to contact us!