

# **Maine Energy, Inc.**

## **Delivery & Payment Policies**

**All customers must complete an application and credit application to become a Maine Energy customer.**

### **Automatic/Charge Customers:**

Must pass a credit check and be credit approved.

Deliveries are done by degree days & usage. Delivery schedule is determined by Maine Energy.

Payment must be received no later than 10 (ten) days from delivery date in order to receive a prompt pay discount of \$.04 (four cents) per gallon for LP and \$.10 (ten cents) per gallon for oil; providing no other discounts (senior, heap, special pricing) are applicable.

Automatic delivery customers calling for off route delivery will be charged an off route fee if they are in fact not out of product.

### **Will Call/Charge customers:**

Payment must be received no later than 10 (ten) days from delivery date in order to receive a prompt pay discount of \$.04 (four cents) per gallon for LP and \$.10 (ten cents) per gallon for oil; providing no other discounts are applicable (senior, heap, special pricing).

### **Will Call/Payment in Advance**

Maine Energy drivers do not collect at the time of delivery. If your account is not credit approved it will be placed on Pay In Advance status. If your account is on a Pay in Advance status it will be required that payment is received at our office and cleared prior to the delivery being scheduled. If a delivery is over paid credit will be placed on the customers account to be used for the next delivery.

**All Will Call customers are required to call no less than 48 business hours prior to that areas scheduled delivery day to be placed on the delivery schedule. Customers calling less than 48 business hours will be placed on the following delivery schedule for that area.**

All Will Call deliveries requested off route will be charged an off route charge at the time of delivery. Again please check the delivery schedule enclosed for your area and make note to call at least 48 business hours prior to your scheduled delivery day to ensure a timely delivery.