



Cota & Cota

Service Policy

This service policy supersedes all previous service policies issued by the “Company”

Publish Date: November 1st, 2021 Effective Date: January 1st, 2022

Comfort Care™ Service Policy and other Cota & Cota Inc., Gay's Fuel Service, Parker Oil, and Kearley Fuel Services, Policies and Agreements, hereinafter these Companies are referred to as the “Company”.

Welcome to the family!

Founded on May 1, 1941, Ken & Helen Cota ran the business out of one of the first 24-hour gas stations in VT. Three generations later, Cota & Cota is owned & operated by brother and sister, Casey Cota & Kelley Tully.

We are proud of our Vermont heritage and the effort we have put forth to gain your trust in us. We are committed to giving our customers the best service in the industry, hands down. Our highly trained service technicians, master plumbers, delivery drivers, and customer service representatives are the lifeblood of our company.

We are here for you when you need a helping hand. When you become a customer, we consider you family—we care!

- Casey Cota & Kelley Cota Tully

(888) COTA-OIL • WWW.COTA-OIL.COM

Premium Fuel Products

Bio-Blend #2 Heating Oil

Our Bio-Blend #2 Heating Oil is a modern home heating fuel blended with biofuel. Our fuels have special additives to allow cleaner, more efficient burning, which reduces sludge and increases the life expectancy of your fuel tank.

Our minimum delivery of #2 Heating Oil is 100 gallons, or your tank's capacity, whichever is less.

Propane Gas

Our Propane Gas is blended with methanol in order to prevent regulator freeze-ups and future service issues.

We sell Propane Gas for cooking, drying, water heating, central heating systems, generators, decorative stoves & fireplaces, gas grills, and more.

We also provide equipment service for our Propane Gas Customers. See pages 3 and 6 for more details.

Ultra-Low Sulfur Kerosene

Our Ultra Low-Sulfur Kerosene eliminates congealing worries for outside tanks and burns at optimum efficiency, allowing our Customers to get the most out of our product. Our minimum delivery of Kerosene is 100 gallons, or your tank's capacity, whichever is less.

Premium Diesel & Regular Gasoline

For our Key Club and Bulk Delivery we are able to offer a premium grade, Ultra Low Sulfur Diesel with special additives for lubricity and pour point flow, and 87 Octane Gasoline. We offer Residential and Bulk Delivery to our Customers. Contact our office for Bulk Delivery special requirements.

Premium Grade Wood Pellets

With an 80:20 ratio of Hardwood to Softwood, our pellets are superior to the industry averages due to specific reasons such as: low moisture content, low ash content, and high BTU value.

Delivery & Pick-up: We are able to deliver pellets directly to your home by the palletized ton. Minimum home delivery is one ton (fifty 40lb bags) in one ton increments, with a freight charge.

Service Plan Options

Total Care™ Heating Service

Our Parts and Labor Coverage Plan:

(A) Periodic burner tune-up, system inspection and tuning of the heating system as needed, up to two hours. Adjustments are made, as needed, to ensure your maximum economy and environmental protection. Tune-ups are performed Monday through Friday, during our regular business hours.

(B) All parts will be replaced as the Company deems necessary. Parts listed on page 5 under "Total Care™ Parts Coverage" will not be charged.

(C) 24 hour emergency burner service is provided at no labor charge.

(D) Total Care™ delivers all the benefits of the Comfort Care™ Plan, as well as replacement of parts to the heating unit.

(E) Labor for excluded parts is not covered. See pages 4 & 5 for specific exclusions.

Total Care™ per Unit

	<u>Monthly</u>
Boilers & Furnaces	\$39
Room Heaters & Water Heaters (oil & gas):	\$24
Air Handler Unit Heaters	\$24

VIEW PAGE 5 FOR YEARLY RATES

Comfort Care™ Heating Service

Our Labor Coverage Plan:

(A) Periodic burner tune-up, system inspection and tuning of the heating system as needed, up to two hours. Adjustments are made, as needed, to ensure your maximum economy and environmental protection. Tune-ups are performed Monday through Friday, during our regular business hours.

(B) All parts will be replaced, as the Company deems necessary, at the prevailing rates.

(C) 24-hour emergency burner service is provided at no labor charge.

(D) Labor for excluded parts is not covered. See pages 4 & 5 for specific exclusions.

Comfort Care™ per Unit

	<u>Monthly</u>
Boilers & Furnaces	\$31
Room Heaters & Water Heaters (oil & gas):	\$20
Air Handler Unit Heaters	\$26

VIEW PAGE 5 FOR YEARLY RATES

Generator Service

We offer generator service on a time and material basis for our Customers. We are factory authorized sales and service dealers for both Kohler and Briggs & Stratton stand-by generators. Annual maintenance includes an oil & oil filter change, as well as a new air filter and spark plugs. At that time we will check for proper voltage and frequency outputs to ensure your generator provides clean, reliable power that will not damage fragile electronic devices in your home.

After hours emergency services are provided on a limited basis depending on weather conditions and staffing.

Generator service is billed at our normal hourly rate of \$110. Nights & weekends are billed at \$165 per hour.

A/C Nordic Care™ Cooling Service

Our Air Conditioning Coverage Plan:

(A) Periodic tune-up, system inspection and tuning of the cooling system as needed. Adjustments are made, as needed, to ensure your maximum economy and environmental protection. Tune-ups are performed Monday through Friday, during our regular business hours.

(B) All parts will be replaced, as the Company deems necessary, at the prevailing rates.

(C) Service is provided during our regular business hours at no labor charge.

(D) There is a one year minimum service with A/C Nordic Care™. If this service is terminated before the one year is complete, the Customer is responsible for the remaining months. See pages 4 & 5 for specific exclusions.

The following is a list of some of the quality services that we provide: adjust exposed dampers to cooling position, clean air filter and replace as needed, clean condenser and condensate drains, check filters, check refrigerant and add if needed, examine and clean coils, prepare the system for summer operation and tune thermostat.

A/C Nordic Care™ per Unit: \$39/Month

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Technical Services & Other Products

Hourly Services

For all hourly services, a minimum of one hour is charged portal-to-portal, and then at 15 minute intervals thereafter.

Parts and labor are billed following services provided by the Company. Service rates are listed below.

Regular Business Hours: \$110/hour
Nights and Weekends: \$165/hour

Commercial & Customer Supplied Parts Rates

Commercial Rates are offered to non "Regular" Heating Customers at the following rates, only as available, and after a commercial account has been approved and set up by our Credit Department.

Commercial Rates also apply to Customers who wish to supply their own materials for the Company to install.

Any project engineering services will be billed at our Commercial Rate.

Regular Business Hours: \$165/hour
*Nights and Weekends: \$247.50/hour
*Consultations by appointment

Complete Plumbing Services

Our highly trained Master Plumbers will handle anything from installing baths and spas to fixing faucets. If you are a "Regular" Heating Fuel Customer, our plumbers are available to you 24 hours a day, every day, on either a scheduled or emergency basis.

Some of the quality services that we provide:

- Domestic water pump installation
- Faucets & valves
- Fire sprinkler systems
- Fixtures, toilets, tubs, sinks, lavatories & showers
- Frozen & split pipe repair
- Home Winterization: drain & antifreeze systems
- Kitchen, Bath & Spa renovations
- New Construction, rough-in & finish plumbing
- Septic Pumps
- Solar Domestic hot water systems
- Water Filtration Systems
- Water Wells - deep & shallow

Some of the quality brands that we sell and install:

- American Standard Faucets & Fixtures
- Aqua Pex Plumbing
- Delta Kitchen & Bathroom Faucets & Fixtures
- Kohler Kitchen & Bathroom Faucets & Fixtures
- Watts Radiant Onix & Pex

Plumbing service is billed at our normal hourly rate of \$110. Nights & weekends are billed at \$165 per hour.

The Guardian™ 24-Hour Low-Temperature Protection

Available to our "Regular" Heating Customers. The Guardian™ system consists of temperature sensors in your home that activate a digital call from your local phone to our 24 hour monitoring service. This notifies us when there is a low temperature reading in your home and we send a service technician to check your home. Thermostat(s) need to be set at 55 degrees or higher at all times - we highly recommend 60 degrees and above. This system has the

ability to detect and report low temperatures, and to act as a flood sensor and a fuel monitor when low levels are reached. Pipes frozen due to circumstances beyond our control will be billed at our standard plumbing rates.

Your local phone must be connected 24 hours a day, 365 days a year. The Company must be notified if local phone service is disconnected, suspended or if additional equipment is installed. Incompatible phone service issues are not covered by the Company and may leave your home vulnerable. The Company prefers to have a house key or key code on file should emergency service calls arise.

The Guardian™ is installed and billed on a time and material basis, including the alarm. The annual alarm monitoring fee is billed in October or when service starts.

Alarm Monitoring Fee: \$26/Month

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Efficient Energy Saving Heating & Cooling System Installations

- High Efficiency Central Air Conditioning Systems
- High Efficiency Oil & Gas Central Forced Warm Air Heating Systems
- High Efficiency Oil & Gas Water Heating Systems
- High Efficiency Radiant Under Floor Heating

We provide the highest quality heating systems and technical installations. Heating system upgrades may save you up to 40% on your heating costs and burn much cleaner for your home and the environment.

We install a variety of central heating systems. These furnaces and boilers are highly efficient and provide years of trouble free service. We also install a number of direct vent propane gas heaters which are ideal for areas hard to heat with central heating systems.

Some of the quality product lines that we install:

- Bock Fast Recovery Oil Fired Water Heaters
- Lochinvar Boilers
- Purepro Oil & Propane Boilers
- Samsung Split Air Conditioning
- Energy Kinetics System 2000: Quiet, High Efficiency Hot Water Low Mass Oil & Propane Gas Boilers
- Peerless Oil & Propane Gas Boilers
- Propane Gas Stoves, Fireplaces & Log Sets
- Propane Generators by Kohler
- Rinnai & Bradford White Gas Water Heaters
- Rinnai, Empire & Modine Propane Gas Room Heaters
- Thermo Pride High Efficiency Forced Warm Air, Oil & Gas Fired Furnaces with Lifetime Warranties on Heat Exchangers
- Watts Radiant Under-Floor Heating Systems
- York Air Conditioning Systems

Home Heating Energy Audits

Available to our "Regular" Heating Customers. The overall goal of the home heating energy audit is to assess any defects or heat loss in the residence and where the Customer can make the best improvement(s) on heating and/or cooling their home.

Assessments are done on two levels:

(1) Standard Home Heating Energy Audit, where we are able to provide a visual assessment and a list of recommendations.

(2) Deluxe Home Heating Energy Audit, where we not only provide a visual assessment, we also provide photos, recommendations, and analysis of diagnostics.

Once this assessment is completed, we are then able to provide you with a quality report. This report will provide the prioritized recommendations for you so that you may act on problem areas as soon as possible.

Standard Audit: \$500
Deluxe Audit: \$900

Fleet & Vehicle Maintenance Garage

Located at 56 Bridge Street in Bellows Falls Vermont.

Vehicle work is done by our qualified auto and truck technicians. This facility is available to our "Regular" Heating Customers only. We offer maintenance services such as tune-ups, brakes, shocks, exhaust systems, lube and oil changes, major vehicle maintenance and Vermont State inspections for cars, trucks and school buses. Special hours and services are available as necessary.

Hourly rates (with half hour minimum):

Regular Business Hours: \$110/hour
Nights and Weekends: \$165/hour

The Cota Key Club 24-Hour Gas & Diesel Fuel Stations

Available to our "Regular" Heating Customers, is a high security, computer key access system to purchase unleaded gasoline and diesel at your convenience 24 hours a day. Products are billed by weekly invoice. For higher performance, we dispense winter blended premium diesel and 87 Octane gasoline products.

Our Key Club sites are located at
56 Bridge St., Bellows Falls, VT
1107 Rt 5, N. Windsor, VT
2097 VT Rt 30, Jamaica, VT

\$12.50 fee, per occurrence, for key replacement or lost key(s).

Important Exclusions

For any system newly covered under the **Total Care™**, **Comfort Care™**, **Generator Service**, and **A/C Nordic Care™** programs, only the initial two hours of labor will be covered under the first invoice; anything after that is billed at our hourly rate. Labor for excluded parts is not covered.

Exclusions include but are not limited to:

- A/C Condenser, Compressor & Coils
- A/C unit(s) five (5) ton or greater
- Antifreeze
- Bio-fuels at a blend of 20% or greater
- Chimney Service & Maintenance
- Combination wood/coal with oil or propane gas heating equipment. Side by side oil or propane gas equipment is allowed.
- Combustion Chambers & Heat Exchangers/ Humidifiers
- Commercial Equipment over 300,000 BTUs/Hr & all related components
- Congealed Oil Lines
- Customer supplied parts
- ECM Motors/ECM Circulators
- Electrical damage due to lightning and/or power inconsistencies
- False Alarms (alarm company, smoke and/or carbon monoxide detectors, etc.)
- Frozen Pipes
- Fuel Tanks, Piping & Buried Fuel Lines
- Heating System Conversions & Retrofits
- Heating System Modifications and/or Installations
- Labor & related charges for property access in emergencies (plowing, shoveling, etc.)
- LPG Distribution Leaks & Failures (Customer owned)
- LPG Regulators (Customer owned)
- Modifications to correct improperly installed equipment
- Monitor™ Kerosene Heaters
- Obsolete Equipment
- Off Switches
- Plumbing (water lines, radiators, radiation, coil & coil gasket replacement, etc.)
- Refrigeration Units
- Run outs & related repairs for non-automatic delivery
- Sidewall power venting
- System control boards
- Waiting for keys or caretakers
- Water Damage and/or Water Damage due to flooding and/or Act of God or Mother Nature
- Water Heater Conversions & Retrofits
- Window A/C Units
- Wireless or Internet controlled thermostats
- Zone valves, mixing valves, check valve, or switching relays

These service agreements become null and void if any equipment is serviced by anyone other than an employee of our Company. Our obligation is limited to the availability of parts from our local suppliers.

We reserve the right to reject any system from coverage under Total Care™, Comfort Care™ and A/C Nordic Care™ at any time.

For any sale of property, which the new owner signs on as a “Regular” Heating Customer, there will be no additional charge for the Total Care™, Comfort Care™, Generator Service and A/C Nordic Care™ yearly plan billing. The new owner will take over that plan and be re-billed at time of renewal.

Warranties are as listed on our warranty forms.

Total Care™ Parts Coverage

- Aquastat only
- Blower Pulley
- Blower Motor
- Burner Blast Tube
- Burner Coupling
- Burner Fan
- Burner Motor
- Draft Regulator
- Exhaust Flue Connector
- Fuel Filter Element
- Ignition Systems & Components
- Oil Nozzle
- Oil Nozzle Assembly
- Pressure-Trol
- Primary Control Oil Valves
- Temperature & Pressure Gauge
- Thermocouple for Gas Systems
- Warm Air Furnace Air Filter(s)
- Warm Air Furnace Fan Belt(s)
- Warm Air Furnace Fan Limit Control
- Water Circulators & Components (Non-ECM Motors)
- Wall Thermostats

YEARLY SERVICE RATES

<i>Total Care™ per Unit</i>	<u>Yearly</u>
<i>Boilers & Furnaces:</i>	\$445
<i>Room Heaters & Water Heaters (oil & gas):</i>	\$255
<i>Air Handler Unit Heaters:</i>	\$255
<i>Comfort Care™ per Unit</i>	
<i>Boilers & Furnaces:</i>	\$310
<i>Room Heaters & Water Heaters (oil & gas):</i>	\$190
<i>Air Handler Unit Heaters:</i>	\$190
<i>A/C Nordic Care™ per Unit:</i>	\$420
<i>Guardian™ Alarm Monitoring Fee:</i>	\$310

MONTHLY RATES LISTED PAGES 1-3.

Credit Terms

REGULAR: This means that you are a “Regular” Heating Customer, having 30 days to pay your invoice from the invoice date. Deliveries and services will be provided as needed during the billing cycle. Deliveries under this payment status are as stated on your customer application. This account status type is subject to a Cash Discount for deliveries when paid for within ten days of receipt of delivery.

PRIOR BALANCE PAY: All deliveries and/or services are due within 30 days of the invoice date. Your account must be paid in full before any new fuel or services are provided. If your account is delinquent, we may put a hold on all fuel deliveries and services by sending you a notice in accordance with Vermont law, and requesting reasonable terms for payment. This payment status type is subject to a Cash Discount for deliveries when paid for within ten days of receipt of delivery.

PRICE AT OFFICE: This means that all deliveries and services are due within 30 days of the invoice date. All delivery slips and invoices are mailed from the office after the delivery or service is provided.

PRE-BUY: This means that you are under our Pre-Buy program. All deliveries are made on our automatic delivery schedule. All non-contracted services are due within 30 days of the invoice date.

BUDGET: This means that you are under our Budget program. All deliveries are made on our automatic delivery schedule. In addition to the Budget letter and contract that you receive, all Budget payments are due by the 10th of each month. All non-contracted services are due within 30 days of the invoice date.

RACK PRICING: This means that in addition to the letter of this cost plus program, payments for all services and deliveries are due within 30 days of the invoice date for bulk accounts. Rack Pricing accounts are created at the discretion of our management.

COD: “Cash On Delivery” or “COD” means an account or bill for which payment is expected at, or prior to, the time of delivery. All payments for deliveries and/or service are due at a Cota office **prior** to receiving the delivery and/or service. If payment is made by check, the delivery and/or service will be made when the check clears. If payment is made by cash or credit card, the delivery will be provided on our next scheduled delivery date for your area without a special delivery charge.

If you require a delivery before we are scheduled for your area, you may be subject to delivery fees. In the event that the total of the transaction cannot be determined in advance, a cash payment will be estimated.

If the estimated price is an overpayment, a credit will appear on your account and applied to the next delivery or service.

If you wish for us to refund your credit, please notify us in writing. In the event that the estimated total is lower than the transaction total, the remaining portion of the transaction is due upon receipt. In the event there is a special circumstance, where payment for services cannot be made prior, payment for services is due upon receipt of invoice. All deliveries under this payment status are on a Will Call basis.

Please make sure to keep an eye on your fuel level. This payment status type is subject to a cash discount for deliveries when paid within ten days of receipt of delivery.

PROPANE COD 75/25 RULE:

“75/25 rule” means a method of allocating funds received from a consumer who:

- (1) is a cash-on-delivery consumer;
- (2) has a delinquency;
- (3) makes a cash payment for propane to be delivered.

A seller may deliver no less propane than can be purchased with 75% of the cash payment and may apply no more than 25% of the cash payment toward delinquency. The seller may require that the 75% cover a minimum delivery. Any allowable fees required for the delivery are not subject to this rule and may be collected in full by the seller prior to delivery. “Cash On Delivery” or “COD” means an account or bill for which payment is expected at, or prior to, the time of delivery.

REVOLVING CREDIT AGREEMENT:

Terms: Payment due upon receipt of Invoice. To avoid the imposition of Finance Charges pay the New Balance within 30 days (28 days for February statements) from Closing Date of your periodic statement. If the payment is not made, Cota & Cota is authorized to impose a Finance Charge by applying a periodic rate of 1.5% per month (18% per annum), and balances in excess of \$500, a Finance Charge of 1% per month (12% per annum), on the Customer’s account, excluding current purchases.

The Customer understands that if the account is not paid in accordance with these terms they may be obligated to pay the cost of collections, including reasonable attorney fees, as permitted by law.

Propane Gas Notices

Propane Pricing: Propane gas sold under this agreement will be billed to the Customer on a 60° temperature compensated per gallon basis. The Customer will pay the Company the billed amount based on the rate and price for propane gas, and repair and maintenance charges, established from time to time by the Company. Minimum delivery of propane is 100 gallons or the tank capacity.

Connection, Reconnection & Disconnection

Charges: Connection, reconnection and disconnection of our propane tank(s) with regulator(s) will be billed at a minimum of one hour labor. Installation that requires additional piping and/or fittings to bring installation to code will be billed in quarter hour increments after the first hour, along with materials, as needed.

Reconnection charges will be \$110 for regular hours and \$165 for after hours for the propane service to be turned back on after a tank lock-off.

The Customer is responsible for notifying the Company prior to moving out to request or schedule the disconnection and/or removal of the Company’s tank(s). If another company will be disconnecting and/or swapping the Company’s tank(s), you should send written notice of the disconnection to the Company (including the date of the disconnection). Otherwise, you may not receive a prompt refund of remaining propane, if a refund is owed to you.

If disconnection of the Company owned propane gas tank is less than one calendar year from the Company’s tank setting, there will be a minimum two hour service charge (\$220). If the tank has been in place for more than one calendar year from tank setting, there will be no service charge for tank removal.

For any underground tank, refer to the Company’s Propane Agreement for applicable fees and conditions. Refer to the hourly rates listed in this brochure and the CP-11 Fee Disclosure Form.

Tank Rental Fee & Agreement and Customer

Owned Tanks: If you use a Company-owned tank, we suggest at least one delivery per year, to avoid a run-out or other service interruption that may require additional costs. Please notify us if you elect this option, and we will ensure at least one annual delivery to avoid this problem.

Any tank(s) owned by the Company at a 60 gallon capacity and under will be subject to a monthly rental charge of \$8.00 per month. This “Tank Rental Fee” will be billed monthly and is subject to applicable interest, finance charges and service fees.

All tanks owned by the Customer require proof of purchase of the existing propane gas tank. All tanks owned by the Customer may be subject to a safety inspection. Refer to the hourly rates listed in this brochure.

Account Location Changes: When a Customer moves, we will fill the Company’s propane gas tank upon notification and charge for the propane to fill the tank, then credit back the Customer for a full tank. If the new occupant has not opened an account prior to the fill date, the tank may be locked off and/or removed and a disconnect/removal charge is applied to the previous owner’s account.

For **Vermont Propane Gas Customers**, please see the attached CP-11 Fee Disclosure Form.

Other Notices

NOTICE: An automatic delivery Customer has Cota & Cota schedule and calculate all deliveries. Cota & Cota will fill the tank on each delivery. If the automatic delivery Customer requests a partial delivery, Cota & Cota will not be responsible for any subsequent run outs or damages. To maintain automatic delivery status, the Customer's account must be current. If a Customer requests Will Call status, the request must be made in writing. Additionally, delinquent accounts will be reverted to will call delivery status with written notification from the Company.

NOTICE: All services are available to our "Regular" Heating Customers only. "Regular" Heating Customers are those on Automatic delivery for heating fuels or those "Will Call" Customers who have been delivered at least 300 gallons per heating season and the Company is their only fuel supplier. "Regular" Propane Customers are Customers who use propane gas tanks provided by the Company, or where the Customer owns their propane gas tank(s) and the Company is their only fuel supplier.

NOTICE: "Pre-Buy" and "Budget" capped price programs are available to "Regular" Heating Oil and Propane Customers only.

NOTICE: Our preferred credit cards are MasterCard™ Visa, and Discover.

Our standard "Budget" and "Pre-Buy" programs are cash discounted and are not eligible for payment via credit card(s). If you wish to pay with credit card(s), we offer credit card specific "Budget" and "Pre-Buy" programs.

NOTICE: The Company reserves the right to cancel or decline any account location due to an unsafe driveway or location which may put our vehicles and/or employees at risk.

CUSTOMER INFORMATION - PRIVACY NOTICE:

We do not sell or refer our Customers' names and/or information to third parties. Information about you is disclosed in accordance with our Customer Application only.

Rental & Misc. Fees

Other rental and miscellaneous fees may apply including, but not limited to: disposal of tank and heating equipment, rental heaters, excavation equipment, jack hammers and compressors, pipe thawing equipment, steam heating and cleaning equipment, pump pullers, temporary water and sewer pumps, wreckers and other specialty equipment.

Cash Discounts

Cash Discounts are not given with Credit Card payments. Cash Discounts are for certain payments made with U.S. Currency, Checks payable in U.S. Currency, and eChecks in U.S. Currency. Cash Discounts vary based on Customer "Payment Status Type" as defined by the Company's Credit Department.

"Regular", "COD", or "Prior Balance Pay"

Payment Status Accounts Cash Discounts:

Cash Discounts on heating fuels are available to all heating fuel accounts whose payment status is "Regular", "COD", or "Prior Balance Pay" when there is a zero balance prior to delivery, and the fuel delivery is paid at that time or within ten days. Under these conditions, these "Regular", "COD", and "Prior Balance Pay" Customers may deduct 10¢ per gallon from the delivery amount.

"Pre-Buy" Payment Status Accounts Cash

Discounts: The Company's "Pre-Buy" Program Cash Discounts are as described in the "Pre-Buy Contract".

"Budget" Payment Status Accounts Cash

Discounts: The Company's "Budget" Payment Program is a ten month payment plan beginning in June and ending in March with no cash discount, as described in the "Budget Contract". "Budget" payments are an estimate of fuel usage and are not considered full payment for fuel. Other "Budget" requirements are as described in the "Budget Contract".

Special Delivery Rates

Special Trip, Night, and Off-Day Deliveries will incur a delivery charge. Will Call Oil and Propane run outs could incur a start charge or pressure test and relight charge. Charges are based on our hourly rate schedule. Propane run outs for accounts that use propane only for residential cooking will be delivered on the next available trip. Special trips are subject to a delivery charge.

Propane Exchange Locations

Portable 20 lb. propane cylinders can be exchanged at any of our offices listed below.

Bellows Falls | Main Office
Brattleboro
Jamaica
Ludlow
Manchester
Springfield
White River Junction

4 Green Street, Bellows Falls VT 05101
584 Putney Road, Brattleboro, VT 05301
2097 VT Route 30, Jamaica, VT 05343
7 Main Street, Ludlow, VT 05149
2332 Depot Street, Manchester, VT 05255
PO Box 1, 65 Rt 106, N. Springfield, VT 05150
8 Barnes Avenue, White River Jct, VT 05001

(802) 463-0000
(802) 254-0000
(802) 297-0000
(802) 228-8866
(802) 362-1941
(802) 886-3200
(802) 295-0000

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ludlow@cotaoil.com
manchester@cotaoil.com
springfield@cotaoil.com
wrj@cotaoil.com

Cota & Cota, Inc.

4 Green Street, Bellows Falls, VT 05101
802-463-0000 or 1-888-268-2645 (888) COTA-OIL
FAX: 802-460-3429 EMAIL: info@cotaoil.com

CP-111 Form

Start of Service: You may be required to sign a written contract and/or complete a credit check that is satisfactory to the seller before obtaining propane. A seller cannot deny service on a basis of your credit, but may require cash payment in advance of delivery if you are denied credit terms. Fees not included on this disclosure are prohibited. Advice on purchasing propane is available on the Vermont Attorney General's consumer website at www.uvm.edu/consumer under Heating Fuels.

Dealer's Disclosure of Charges Dated:

January 1, 2022

FEE DISCLOSURE FORM

DESCRIPTION	AMOUNT	FEE MAY CHANGE AFTER THIS DATE WITH 60 DAYS NOTICE
Security Deposit	NA	January 1, 2022
Permit/Inspection Charge	\$110.00	January 1, 2022
Leak or Pressure Test	\$110.00 During Regular Business Hrs \$165.00 After Normal Business Hrs	January 1, 2022
Equipment Lease Fee	\$8.00 per Month for tank size less than 60 gals or \$96.00 per year	January 1, 2022
Meter Read Fee	NA	January 1, 2022
Regular Hours Special Delivery Charge	\$110.00	January 1, 2022
After Hours Special Delivery Charge	\$165.00	January 1, 2022
Regular Hourse Service Call Charge	\$110.00	January 1, 2022
After Hours Service Call Charge	\$165.00	January 1, 2022
Service Diagnostic Fee	\$110.00 During Regular Business Hrs \$165.00 After Normal Business Hrs	January 1, 2022
Equipment Reconnection Charge	\$110.00 During Regular Business Hrs \$165.00 After Normal Business Hrs	January 1, 2022
Late Payment Fee	1.5% per Month under \$500.00 1% per Month over \$500.00	January 1, 2022
Insufficient Funds Fee	\$30.00	January 1, 2022
Equipment Installation Charge	\$220.00	January 1, 2022

IF YOU REQUEST TANK REMOVAL ANYTIME DURING THE FIRST 12 MONTHS AFTER TANK INSTALLATION, THE FOLLOWING FEES APPLY:

Early/Service Termination Fee	\$110.00	January 1, 2022
Restocking Charge/Pump Out	\$220.00	January 1, 2022
Equipment Removal Charge	\$220.00	January 1, 2022