



Almena Division
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www.countrycomfort.org

♦ALMENA (877) 407-2132 ♦AMERY (866) 268-8050♦SHELL LAKE (888) 666-4928♦RUSHFORD (866) 824-1040♦

Dear Customer,

Please find enclosed the following checked items. I have indicated by each, the purpose of the form and what information is required. **(Page and form numbers are indicated at the bottom right corner of each page)** Please follow these instructions to help you complete all required forms.

Application (Page 1): This form is required of ALL customers. We are required by our insurance company to send information regarding the hazards and benefits of Liquid Propane (LP) annually to each of our customers. This application sets your account up and determines which delivery plan you would like to be on (Please be sure to read **Form 1** for the descriptions and qualifications for each plan.)

Preferred Credit Selection (Page 2): This form is required for all customers and indicates how you choose to pay. If you choose to have a **Country Comfort In-House Credit** account, you will need to read **Form 2** and **complete and sign the Credit Privilege Application (Page 3.)**

Lease Agreement: Please sign the original and return to us, the copy is for your files.

Please return this information in the envelope provided. Or you may fax it to: 715-357-6592. If you have any questions please call me at 715-357-3536 or toll free at 1-877-407-2132.

Thank you!

Preferred Credit Selection

- Please (✓) check one selection. For a new account to be established, a payment selection must be completed

CREDIT CARD

- I would like my credit card charged automatically after each delivery.

Type of Card: MasterCard _____ Visa _____ Other _____

Name of Bank _____

My Credit Card Number _____

Expiration Date: (mm/dd/yy) _____ CVV2# _____

Note: CVV2# is the 3 digit pin on the back of your credit card

Cardholder Signature _____ Date: _____

Print Name of Cardholder: _____

Cardholder Billing Address: _____

City/State/Zip _____

PAID ON DELIVERY

- I agree to pay for each LP delivery the day (or before) of delivery. I understand there will be an additional trip charge if money isn't available for the driver.

COUNTRY COMFORT IN-HOUSE CREDIT (Bill me - Complete Page 3)

- I understand that my attached completed and signed **credit privilege application** must be approved for the In-House credit. Renters are required to have a co-signer for In-House credit.

AUTOMATIC BANK DRAFT

- I would like my bank account charged automatically 10 days after date of delivery

Name of Bank _____

Bank Routing Number _____

Bank Account Number _____

Type of Account *Checking _____ or Savings _____ Date of Birth _____

* Please attach a voided check Drivers License # _____

With **AUTOMATIC BANK OR CREDIT CARD** method, I understand that I will receive a copy of my LP delivery ticket for a reference. In case of Insufficient Funds of Declined Charge Card Account, there will be a \$30.00 fee per transaction. I will call Country Comfort concerning bill disputes. Without an approved credit selection above, all deliveries must be paid for at time of delivery.

*Signature

Date

Delivery Plans

Thank you for choosing Country Comfort for your propane needs. We offer three delivery plans for our customer's convenience. Please choose the plan that best suits your needs for each tank location, complete the delivery plan form and return to our office. **Your plan choice will remain in effect continuously year to year and is not affected by any propane contracts you may have.** Also, to ensure that we can make your deliveries, we ask that customers keep their tanks accessible, driveways maintained, and pets secured.

Auto Fill Delivery Plan (AFDP) This plan is designed for customers using uninterrupted gas service at their permanent, year-round home or business. Country Comfort will estimate your consumption of gas and deliver to your tank without notification.

Please advise Country Comfort of any change of use that would affect your propane consumption so your Auto Fill Delivery can be adjusted. Changes may include adding or subtracting a gas burning appliance, building additions, or changes in use of property. We *will* not be responsible for damages incurred if you fail to notify Country Comfort of any changes that would affect your usage.

Accounts must be current to remain eligible for this plan. Past due accounts are automatically placed on the Will Call plan without notice. Once your account is current, you may contact the office to request to return to the Auto Fill plan.

AFDP is not designed for customers using an alternate heat source, heating seasonal homes or heating structures such as garages/shops on an intermittent basis. See Monitor Plan.

Please note: Not all fuel systems can be maintained on an Auto Fill Delivery Plan, We will be happy to evaluate your system to determine eligibility.

Will Call Delivery Plan (WCDP) Customers on this plan are responsible for monitoring their tank and calling our office when they want a propane delivery. Country Comfort will deliver at the same time we deliver to other customers on your route. Minimum delivery will be 250 gallons or a fill. To ensure that propane is delivered within the next 5 business days, call our office when your tank is between 20-30% full. Customers who request same day delivery or provide less than a 5-business day notice will be charged a trip fee.

Unfortunately, there are times when you may unexpectedly run out of propane. This can create an unsafe environment for you, your family, and our delivery drivers. If this situation should occur, follow these instructions to insure your safety:

- Close the service valve on the propane storage tank
- Shut off all appliance valves
- Call us immediately
- Our insurance carrier requires us to check the entire gas system for leaks and light all pilots, so someone needs to be home. **If no one is home, your tank will not be filled. There is a fee for this check.**

We strive to maintain a high-level of safety, so if a customer runs out of propane twice or more in one year, we can no longer service that account.

Monitor Delivery Plan (MDP) This system is for customers that use alternate heat sources, heat seasonal homes or structures such as garages/shops on an intermittent basis that you wish to have filled automatically. You must use 350 gallons or more annually to be eligible for this plan. Country Comfort will monitor your consumption of gas and deliver to your tank without notification. Accounts must be current to remain eligible for this plan. Past due accounts are automatically placed on the Will Call plan without notice. A land phone line must be available and someone will need to be there for the monitor equipment to be installed. There is an annual charge for this plan for each monitor installed.

Thank you again for choosing Country Comfort for your propane needs. We look forward to providing you with the best service possible. Please feel free to contact your Country Comfort office with any questions.

Main Office
PO Box 197
Barron, WI 54812



Almena (877) 407-2132
Amery (866) 268-8050
Barron (800) 322-1008
Shell Lake (888) 666-4928

Customer Application

Do you need a tank? Yes _____ No _____

Applicant warrants that all the information submitted hereon is accurate and complete.

Name of Applicant (Legal Name) _____

Mailing Address (for invoices) _____ City _____ County _____ State _____ Zip _____

Property Address (for deliveries) _____ City _____ County _____ State _____ Zip _____

Township (for deliveries) _____

Daytime Number _____ Cell Number _____ Home Number _____

E-mail Address _____ Fax Number _____

Please indicate whether you own or rent your current residence: _____ own _____ rent

If own, provide length of time of present ownership: _____ years _____ months

If rent, provide landlord's name, address and telephone number: _____

Have you ever been an applicant of ours? Yes _____ No _____ Under what name? _____ Location _____

Marital Facts

_____ Unmarried _____ Married, in which case I agree that if credit extended under this account, the credit will be incurred in the interest of my marriage or family and my spouse shall be considered a co-applicant. The only reason we inquire whether you are married is to obtain information for furnishing the so called "tattletale notice" to the non-applicant spouse.

Notice to Married Applicants: No provision of any marital property agreement, unilateral statement under 766.59 Wis. Stats., or court decree under 766.70 Wis. Stat. adversely affects the interest of Country Comfort, LLC (LLC) unless the LLC, prior to the time credit is granted or an open-end credit plan is entered into, is furnished a copy of the agreement, statement or decree or has actual knowledge of the adverse provision when the obligation to the LLC is incurred.

Spouse's Name _____

Delivery Plan (See Form 1)

Please check the appropriate box below for each tank and the location that it supplies

Location	Auto Fill	Will Call	Monitor	Fire#	Property Address	For Auto Fill, list all propane appliances	Date/% Full
House	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____	_____	_____
Garage/Shed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____	_____	_____
Cabin/Lake Home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____	_____	_____
Milk House/Barn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____	_____	_____
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____	_____	_____

I have read the delivery plan description on Form 1 and agree to the responsibility described for the chosen plan above.

Signature _____

Date _____

* I have read and understand the Credit Agreement (Form 2) Initials _____

Former Supplier _____ Any Outstanding Balance yes no

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Credit Agreement

The undersigned applicant has submitted a separate credit application requesting an open account with Country Comfort, LLC ("LLC"). If the LLC extends credit to the applicant, the applicant agrees to abide by all the terms of the LLC's credit plan and policy as they are contained herein however stated, included those made by illustration under any disclosure contained herein. Please review all sides of this document and any attachments hereto, which are incorporated herein by reference: they, together, form the entire agreement hereunder.

Your Billing Rights Under the Fair Credit Billing Act

This notice contains important information about your rights and our responsibilities under the Fair Credit Billing Act.

1. Notify Us in Case of Errors or Questions About Your Bill

If you think your bill is wrong, or if you need more information about a transaction on your bill, write us (on a separate sheet) at (address) (the address listed on your bill). Write to us as soon as possible. We must hear from you no later than 60 days after we sent you the first bill on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights.

In your letter, give us the following information:

- Your name and account number
- The dollar amount of the suspected error
- Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe item you are not sure about.

2. Your Rights and Our Your Rights Responsibilities After We Receive Your Written Notice

We must acknowledge your letter within 30 days, unless we have corrected the error by then. Within 90 days, we must either correct the error or explain why we believe the bill was correct.

After we receive your letter, we cannot try to collect any amount you question, or report you as delinquent. We can continue to bill you for the amount you question including finance charges, and we can apply any unpaid amount against your credit limit. You do not have to pay any questioned amount while we are investigating, but you are still obligated to pay the parts of your bill that are not in question.

If we find that we made a mistake on your bill, you will not have to pay any finance charges related to any questioned amount. If we didn't make a mistake, you may have to pay finance charges, and you will have to make up any missed payments on the questioned amount. In either case, we will send you a statement of the amount you owe and the date that it is due.

If you fail to pay the amount that we think you owe, we may report you as delinquent. However, if our explanation does not satisfy you and you write to us within ten days telling us that you still refuse to pay, we must tell anyone we report you to that you have a question about your bill. And, we must tell you the name of anyone we reported you to. We must tell anyone we report you to that the matter has been settled between us when it finally is.

If we don't follow these rules, we can't collect the first \$50 of the questioned amount, even if your bill was correct.

L.P. Gas Warranty Limitation And Disclaimer

LLC WARRANTS THAT THE PROPANE DELIVERED ON BEHALF ON THE COOPERATIVE UNDER THIS AGREEMENT MEETS THE SPECIFICATIONS OF GAS PROCESSORS ASSOCIATION AT THE TIME OF DELIVERY. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY. THE CORRECTION OF THE NONCONFORMITY, THE REFUND OF THE PRICE OR THE REPLACEMENT OF THE PRODUCT, AT LLC'S OPTION, CONSTITUTES FULFILLMENT OF ALL LIABILITIES OF LLC WHETHER THE LIABILITIES ARE BASED ON CONTRACT, NEGLIGENCE OR OTHERWISE, LLC WILL NOT BE LIABLE FOR SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES.

Grant of Security Interest to Country Comfort, LLC

I grant the LLC a security interest in any product, equipment or service that I purchase from the LLC, plus I also grant the LLC a security interest in any asset, product, inventory, account, cash or equipment that arises from the use of such product, equipment or service, and I authorize the LLC to file financing statements and to take such other and further actions as are necessary to secure and perfect the LLC's security interest.

Recovery of Attorneys Fees & Collection Costs for Agriculture or Commercial Credit

In the event the LLC initiates collection proceedings to collect amounts due on open account for agricultural or commercial purchases, all costs of collection and reasonable attorney's fees incurred or paid by the LLC in order to collect the amount due shall be added to the amount due and paid by applicant unless prohibited by law. This agreement applies to all unpaid charges incurred prior to the date of this agreement and all future charges. Attorney fees and other costs cannot be recovered for purchases that are defined as consumer credit transactions under Wisconsin law.

Wisconsin Consumer Act

All parties agree that this account is governed by the provisions of the Wisconsin Consumer Act, as amended, and the LLC may amend the terms of this account with fifteen (15) days notice to the applicant, except that notice of ninety (90) days is required for changes which are adverse to the applicant with respect to outstanding balances, or which alters a permitted additional charge.

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CREDIT PRIVILEGE APPLICATION

Type of Account: Individual Joint Business _____ Phone: _____

TRADE NAME: _____ (if business account)

Last Name: _____ First Name _____ Initial: _____

Address: _____

City: _____ State: _____ Zip: _____

Years at present address: _____ Own Rent

Social Security Number or Federal ID: _____

Date of Birth: _____ Email Address: _____

Spouses Name: _____ Social Security Number _____

Employers Name: _____ Position: _____

Employers Address: _____

CREDIT POLICY

I agree that the following terms will govern any purchases made which are charged to any charge account that I may have with Country Comfort LLC

1. I will pay the entire balance showing within 30 days of the billing date and I understand that if any portion of my balance remains unpaid for more than 60 days, I will be placed on a cash basis until that amount is paid. If I have been on a KEEP FILL basis my account will be taken off keep fill and placed on a WILL CALL basis.
2. I understand that a FINANCE CHARGE of 1.5% (which is an ANNUAL PERCENTAGE RATE OF 18%) per year will be applied to that part of any balance that resulted from purchases made during a calendar month, but not paid before the last day of the following month plus any previous balance that remained unpaid.
3. Payments shall be applied first to the unpaid FINANCE CHARGE, then to the remaining outstanding balance.
4. In the event that collection proceedings must be instituted to collect any balance due, I may be subject to additional court costs and attorney fees.
5. You have the right to amend the terms and conditions of this agreement by advising me of your intentions to do so in a manner and to the extent required by applicable law.
6. If applying for a joint account, both of us agree to be bound by the terms of this agreement, and each of us agree to be jointly and severally liable for payment of all purchases made under this agreement.
7. You shall have the right to limit or terminate my charge account, but termination shall not affect my obligation to pay an existing balance. You may at your option declare the entire balance due and payable.

THE ABOVE INFORMATION IS FOR THE PURPOSE OF OBTAINING CREDIT AND IS WARRANTED TO BE TRUE. I AGREE TO PAY ALL BILLS UPON RECEIPT OF STATEMENT OR AS OTHERWISE EXPRESSLY AGREE. I HAVE READ AND UNDERSTAND MY RIGHTS AS LISTED ON THE REVERSE OF THIS APPLICATION.

APPLICANT SIGNATURE _____ DATE _____

Name of CO-SIGNER (Legal Name) _____ Social Security Number _____

Mailing Address(if different from above) _____ Phone _____

CO-SIGNER SIGNATURE _____ DATE _____

PERSONAL GUARANTEE OF CORPORATE OBLIGATION

If the above credit applicant is a corporation, the undersigned hereby guarantees payment of all charges incurred by the above corporation without the need to first pursue the corporation for collection. This guarantee is extended to induce COUNTRY COMFORT to extend credit to the above corporation.

Guarantor: _____ Social Security # _____ Date _____