



**BRANCH
BROOK**

P.O. Box 967 • Kennebunk, Maine 04043-0967

Tel. (207) 985-1500 • Fax (207) 985-0271 • www.branchbrook.net

Account Information & Agreement Form

Applicant Name	SSN	Driver's License	Phone
Additional Account Holder	SSN	Driver's License	Phone
Physical Address	City	State	Zip
Mailing Address	City	State	Zip
Color & Style of home / Special Instructions / Dogs?	Email Address		
Invoicing: CHOOSE ONE OPTION FOR EACH DELIVERIES: <input type="checkbox"/> Leave on door <input type="checkbox"/> Mail <input type="checkbox"/> Email SERVICE: <input type="checkbox"/> Leave on door <input type="checkbox"/> Mail <input type="checkbox"/> Email	Billing: CHOOSE ONE OPTION FOR EACH DELIVERIES: <input type="checkbox"/> ACH (attach form) <input type="checkbox"/> Charge Card <input type="checkbox"/> Charge to Acct SERVICE: <input type="checkbox"/> ACH (attach form) <input type="checkbox"/> Charge Card <input type="checkbox"/> Charge to Acct		
Type of Card <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> Discover			
Card Number _____ - _____ - _____ Exp ____ / ____ CVV _____ House # _____ Zip _____			
Name on Card		Signature	Date

Oil / Kerosene Information

Fuel Type <input type="checkbox"/> #2 <input type="checkbox"/> Kerosene	Delivery Type <input type="checkbox"/> Automatic <input type="checkbox"/> Will Call	Tank Size _____ <input type="checkbox"/> Indoor <input type="checkbox"/> Outdoor	Location of Fill pipe <input type="checkbox"/> Right <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Rear
Type of Heating System <input type="checkbox"/> Boiler (Forced Hot Water - Baseboard) <input type="checkbox"/> Furnace (Forced Hot Air – Ducts) <input type="checkbox"/> Monitor/Toyo _____ (# of heaters)			

Propane Information

# of Tanks	Tank Size(s)	Location of Tank(s) <input type="checkbox"/> Right <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Rear	Annual Consumption	Do you own your tank(s)?
Propane Appliance(s): <input type="checkbox"/> Boiler <input type="checkbox"/> Furnace <input type="checkbox"/> On Demand HW <input type="checkbox"/> Room Heater(s) _____ <input type="checkbox"/> Fireplace(s) _____ <input type="checkbox"/> Range <input type="checkbox"/> Dryer <input type="checkbox"/> Grill <input type="checkbox"/> Pool / Hot Tub / Spa <input type="checkbox"/> Generator <input type="checkbox"/> Garage / Shop Heat <input type="checkbox"/> Fire Pit				

Propane tanks owned by Branch Brook: Credit Approval, Tank Agreement, and Automatic Delivery are required. Each delivery must consist of a fill. The tank must be accessible year-round. Propane tanks that run out due to unsatisfactory account status, or a change in usage without proper notification, are subject to emergency delivery fees and a service fee for the required pressure test and restart of appliances, and Branch Brook will not be held liable for any associated damages. If a propane leak is reported, it will be responded to, and billed as, an emergency service call. If service is discontinued for any reason, Branch Brook reserves the right to charge for any labor and materials required to remove the tank. If the tank contains more than 20% of product at the time of removal, the customer will receive credit for the remaining fuel after tank removal costs have been applied. Refund checks will be issued within 30 days of discontinued service. If conditions are unsafe, the tanks will not be removed until the conditions have been deemed safe.

Terms & Conditions

Credit Approved Customers: Terms for Residential Customers are 15 days from the date of the delivery or service.

COD Customers: Payment is required before or at the time of delivery or service.

Will-Call Customers: During the heating season, please allow up to 5 business days for your delivery.

Automatic Delivery Customers: Credit approval is required. Branch Brook Fuels reserves the right to postpone/discontinue deliveries and/or remove propane tank(s) if an account is not in good standing. Customers must submit a written request to be taken off the Automatic Delivery schedule (as long as they are not in a binding contract) which will be processed within 5 days. Branch Brook reserves the right to refuse delivery or service if the road, driveway, access to the home, or path to the tank(s) or fill pipe(s) are deemed unsafe. Branch Brook will not be held liable for any damages associated with runouts due to unsafe conditions.

Service Work: Service is only provided to existing fuel customers without past due balances. A minimum 1-hour labor charge and one-way drive time will be incurred for any service call requested by a customer. This includes same day cancellations and inaccessible equipment, tanks, driveways, or homes. Branch Brook will not be held liable for any damages to any heating, cooling, or domestic hot water system if the system is inaccessible or unsafe to access.

24-Hour Emergency Delivery: The Quick Pay Discount is automatically forfeited. Fees are as follows: Priming= \$50, Same Day delivery= \$75, Emergency after hours= \$100, Emergency Weekends/Holidays= \$150.

If a gas check is required, it will be billed at the current service rate.

24-Hour Emergency Service: Service calls after hours or on weekends will be billed at 1.5 times the regular rate. Service calls on holidays will be billed at 2 times the regular rate. Drive time to and from a supply house will be billed to the customer for any materials required (which are not considered a normal stock item) to complete the repairs.

Propane Tank Rent: If Branch Brook owns the tank and the customer does not exceed the capacity of the tank(s) in deliveries within the year, the customer will be charged \$1 per gallon of capacity of the tank(s) annually.

Outstanding Balances: Any balance that exceeds the credit terms listed above will be assessed a finance charge of 2% after the first term and again every 30 days until the invoice is paid in full. Billing questions or disputed charges should be addressed in writing to our office within 10 days. Any accounts that are put into collections status will be responsible for any and all collections costs, including but not limited to, certified mail fees, court fees, fees paid to law enforcement agencies, administrative expenses, etc. If the invoice is not paid within 30 days of the delivery or service, Branch Brook reserves the right to charge the card on file for the balance due plus any fees incurred.

NSF/Canceled Checks: A \$40 charge will be incurred, and any discount applied to the original invoice will be forfeited. **Declined Cards:** A \$40 charge will be incurred if not paid within 3 business days on a COD account or within 15 days for Credit Approved Customers.

Notice: Consumer Reports (Credit Reports) may be obtained in connection with this application. The Federal ECOA prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, natural origin, sex, marital status, or age.

Please note: Each time the customer utilizes credit with Branch Brook, the customer is reaffirming solvency to pay the bill. By providing your signature below, you are agreeing to the Terms & Conditions listed on this form and asserting that the information provided is truthful and accurate.

Personal Guarantee

To induce the extension of credit to Customer, Guarantor (jointly or severally if more than one) hereby guarantees payment of all existing and future indebtedness of Customer to Branch Brook including any costs, expenses, and reasonable attorney's fees payable as a consequence of Branch Brook's collection efforts. This personal guarantee is absolute, complete, irrevocable, and continuing, and it shall not be necessary for Branch Brook to give notice to Guarantor of any extension of credit to Customer, and renewal thereof, any modification of the terms thereof, or Branch Brook's arrangements with the Guarantor.

Signature of Guarantor

Printed Name

Date