

Appendix C

Disclosure of Customer Rights and Company Policies

Date: 06/15/2023

Qualifications

Customers have the right to know that the firm delivering propane or providing propane service is qualified. SOS Xtreme Comfort/M. Spiegel & Sons Oil Corp. is licensed by the State of New Jersey to perform propane delivery and service. Our license number is *LPG-070*

Terms of Service

Customers have the right to know about any special conditions of service that would be applied to them by their supplier. SOS Xtreme Comfort/M. Spiegel & Sons Oil Corp. will provide service subject to the following conditions:

1. SOS Xtreme Comfort/M. Spiegel & Sons Oil Corp. *does* require a credit application.
2. SOS Xtreme Comfort/M. Spiegel & Sons Oil Corp. *does* reserve the right to require payment at the time of delivery (Cash on Delivery or COD) for customers whose credit is questionable. COD customers may pay by the following means:

√ Cash √ Certified Check √ Personal Check √ Credit Card
3. For other than COD SOS Xtreme Comfort/M. Spiegel & Sons Oil Corp. requires payment within 10 days of receiving delivery or services rendered. Customer agrees to pay all invoices for products or services promptly upon receipt and a late charge of 1.5% per month (or the maximum allowed by law in your state) on any balance remaining unpaid 30 days after the invoice date. In addition, the Company shall be entitled to recover from Customer its reasonable collection costs, including attorneys' fees.

Delivery Policy

SOS Xtreme Comfort/M. Spiegel & Sons Oil Corp. uses the following delivery methods:

- Automatic Delivery, also known as Forecasted or monitored Delivery: Under this delivery option, the Company will make periodic deliveries to you on either a fixed cycle basis or based upon a number of forecasting factors, including temperature conditions and your specific usage patterns. To ensure accurate forecasting, we request that you update the Company with any changes in your usage or appliances.
- Will-Call Deliveries or customer requested delivery: Under this delivery option, the customer must request a propane delivery. The Company recommends you order a delivery when your tank is at approximately 30% to ensure a timely delivery. Most Will Call deliveries will be made within 1-7 business days after your request. Weather and other factors may affect delivery times. Expedited delivery requests may be assessed at time of request.

Pricing Policy

Customers have the right to a written or oral price quote upon request. Unless the customer has an agreement which determines the customer's price, the customer will receive the Company's daily market price per gallon that is set at the Company's discretion, which includes, among other things and without limitation: SOS Xtreme Comfort/M. Spiegel & Sons Oil Corp. costs to procure the propane, freight and transportation, the volume of propane purchased by the customer, customer classification, ownership of propane tank and competitive conditions. You may contact your local office to receive current pricing information as pricing changes frequently and without prior notice to the customer.

Customers have the right to a price quote in a format that allows for comparison shopping.

SOS Xtreme Comfort/M. Spiegel & Sons Oil Corp. charges for propane based on number of gallons delivered and will convert that pricing into dollars per gallon equivalent for comparison purposes. Where meters are used at locations when more than one customer is served from the same propane supply tank(s), you are billed for your actual propane usage rather than per delivery. The price of propane like any commodity changes over time. This will affect your bill as the price fluctuates. SOS Xtreme Comfort/M. Spiegel & Sons Oil Corp. pricing policies will determine how often your bill is adjusted to account for changes in the cost of propane. We offer the following pricing options:

- Budget pricing (payments for the year divided into a fixed monthly amount based on projected usage over a number of months. The last month of the year is used to pay the balance). The price is adjusted once a month/year/other.
- Fixed pricing (the price is locked in for a specified period of time)

Equipment Fees

Customers have the right to either rent equipment from SOS Xtreme Comfort/M. Spiegel & Sons Oil Corp. or use their own equipment. Contact SOS Xtreme Comfort/M. Spiegel & Sons Oil Corp. office for current list of fees.

Change of Supplier

Customers have the right to change suppliers if they are dissatisfied with the price or service offered. Discontinuance of service is subject to the terms of your contract. The following conditions apply to a discontinuance of service:

- SOS Xtreme Comfort/M. Spiegel & Sons Oil Corp. will remove our container within 60 days of written notification by the customer is discontinuing service.
- SOS Xtreme Comfort/M. Spiegel & Sons Oil Corp. will notify you of the removal date and approximate time 2 days prior to removal.
- SOS Xtreme Comfort/M. Spiegel & Sons Oil Corp. will charge for the removal of the container
- SOS Xtreme Comfort/M. Spiegel & Sons Oil Corp. will credit the customer for any propane remaining in the container at the time of removal (you are permitted to be present when the remaining volume is removed)

Note: At one- or two-family residential properties the new marketer may disconnect and move containers owned by others; however, the new marketer may not fill a container owned by another marketer. At other properties, the new marketer cannot remove, connect, disconnect, fill, or refill any propane container without written permission from the owner of the container.

Disconnection

Customers have the right to be notified seven days prior to the disconnection of service for non-payment.

Complaints

The Liquefied Petroleum Gas Board regulates the licensing of marketers as well as enforcing safety regulations on LP-Gas systems. The LP-Gas Board does NOT regulate pricing. If you are dissatisfied with the price your marketer is charging, you have the right to change marketers in accordance with the terms of your contract with your current marketer.

1. Complaints or questions should first be brought to the attention of your marketer.
2. If you are not satisfied with your marketer's response and wish to pursue a complaint, contact the Department of Community Affairs at (609) 984-4257 or by email at LPGas@dca.state.nj.us. Complaints by phone should be made Monday through Friday from 8:30 to 4:30.

Because rates and policies differ among marketers, first time customers or customers considering moving to a new marketer; should be informed enough to ask a few key questions

Key Questions Consumers Should Ask When Changing Marketers

- Does the marketer have a current, valid license issued by the New Jersey Department of Community Affairs? The list of licensed marketers is available on the Department's website at www.state.nj.us/dca/codes/lp_gas/pdf/licensees.pdf or by calling (609) 984-4257.
- Is there a written description of services that will be provided?
- Is there a charge to install the container and/or related equipment necessary to establish service?
- What is the most economical method of purchasing propane?
- Do you have to call when you need gas, or will they schedule your deliveries?
- How often will you receive a delivery? What days are delivery days? Are deliveries made on weekends?
- How much will it cost to receive a delivery outside of your normal schedule?
- Is the price based on your annual usage, the area you live in, the quantity per delivery or other criteria?
- How long after delivery do you have to pay your bill?
- Is there a penalty for a late payment?
- What is the marketer's policy if you need fuel in the winter, but you still have an outstanding bill?
- Does the marketer offer any of discounts that apply to you?
- Does the marketer have an equal payment plan?
- Does the marketer install and/or service LP-Gas appliances?
- Does the marketer have a website address?
- Be sure to address any other concerns you may have that are not listed above.

Energy Assistance

The following agency has programs available to assist low-income households with their energy bills. For more information, please contact directly: Low-income Home Energy Assistance Program (LIHEAP) 1(800) 510-3102

Safety Recommendations

- When handled properly, LP-Gas is a safe and efficient fuel source.
- Ask your marketer what procedures they have in place to ensure safety and integrity of the system which serves you. One such safety program is the GAS check Program, a voluntary program developed by the National Propane Gas Association. Information on this program is available from your marketer or on the National Propane Gas Association website at www.npga.org or by calling (202) 466-7200.
- Follow all manufacturers' instructions for the proper use and care of your LP-Gas appliances.
- NEVER attempt to repair or alter an LP-Gas appliance. Contact your marketer or a licensed service representative for assistance.
- Keep areas around LP-Gas appliances clean and clear of combustibles.
- You, as the customer, are required to maintain clear access to your LP-Gas container at all times.
- An odorant has been added to your LP-Gas so you can detect if your system develops a leak. Learn what LP-Gas smells like. Your marketer has scratch-and-sniff pamphlets to help your family recognize its distinctive odor.
- Learn how to turn off your gas supply. Some gas valves require the use of a wrench to operate them. Ask your marketer for assistance if you do not know how to turn off your gas supply.
- Check www.propanesafety.com, www.npga.org, the propane marketer's website or call you marketer for additional safety information.
- Ask your marketer whether all installations and services provided are in conformance with New Jersey Department of Community Affairs regulations.
- If you find an underground container dome or any other LP-Gas container completely submerged in water, turn off the container supply valve and notify your marketer.
- Keep underground container domes clear when it snows in case a delivery is needed.
- Notify your marketer prior to the installation of air conditioning or making any modifications to your home that are within ten feet of the container.

If You Smell Gas

1. Exit the building, without using the telephone or cell phone, operating any electrical switches or lighting any matches or smoking materials.
2. If possible, turn off the gas at the container or meter valve.
3. Call 911 from a neighbor's home.
4. Do not re-enter the building until the emergency responder tells you it is safe to do so.

Your marketer is required to respond in case of an emergency.