

Appendix C

Disclosure of Customer Rights and Company Policies

Date: 5/11/2026

SOS Xtreme Comfort is licensed by the State of New Jersey to perform propane delivery and service. Our license number is LPG-070.

Terms of Service

1. SOS Xtreme Comfort does require a credit application.
2. SOS Xtreme Comfort does reserve the right to require payment at the time of delivery, also known as Cash on Delivery (COD), for customers whose credit is questionable. COD customers may pay by credit card.
3. For other than COD deliveries, SOS Xtreme Comfort requires payment within 10 days of delivery. Late payments are subject to a 1.5% late fee. For propane service work, payment is subject to the conditions of the service contract.
4. SOS Xtreme Comfort allows automatic delivery. We schedule your delivery based upon weather optimization. If a customer runs out of gas, the system must be leak checked prior to resuming service. Consult your contract for additional details.

Pricing Structure

SOS Xtreme Comfort bases its price of propane on the following factors:

- Estimated annual usage (lower rates apply for larger users).
- Number of locations (lower rates for customers with multiple accounts).

Pricing Policy

SOS Xtreme Comfort charges based on fixed pricing on a one-year or two-year term.

Pipeline pricing is based on an amount above the wholesale price for a specific pipeline. As the price at the pipeline changes, so will your price.

Equipment Fees

SOS Xtreme Comfort has the following equipment-related fees:

- Fee for the installation of tanks associated with a new service.
- Fee for the replacement of tanks associated with an existing service.
- Lease fee for tanks and regulators when using SOS Xtreme Comfort's equipment.
- Fee for inspecting tanks and regulators when customer-owned equipment is used. The fee is applied prior to initial delivery.
- Fee for service on customer-owned equipment.
- Fee for leak checking the customer's system under the following conditions:
 - Replacement of equipment.
 - Out of propane.

Fees for service work are based on the specifics of the particular job to be done; therefore, prices are based on an estimate on a case-by-case basis.

Change of Supplier

- SOS Xtreme Comfort will charge for removal of container(s).
- SOS Xtreme Comfort 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.

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 SOS Xtreme Comfort.
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.

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 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