



## COMFORT BUDGET PLAN

### FREQUENTLY ASKED QUESTIONS AND ANSWERS

Q: ***What is the Comfort Budget Plan? (Open enrollment from April thru June)***

A: The Comfort plan is a customized payment program which allows you to spread your propane bills into smaller, easier to manage monthly payments. Upgrading your account is easy and simple to enroll, and there are no enrollment fees. Comfort plan accounts are reviewed quarterly to make sure you stay on track. If you're propane prices or usage changes, no problem we'll adjust to reach that zero balance in April.

Q: ***Will I continue to receive a delivery ticket when I get a delivery?***

A: Yes, your delivery ticket will be left for you, just as it is now. Your ticket will reflect the number of gallons, the price per gallon, and the total of the delivery. Your delivery ticket will be your confirmation of delivery, however all you pay is your monthly Comfort Budget Plan amount.

Q: ***When are my payments due and what are my payment options?***

A: Your Comfort Budget payment is due by the 15th of the month. You have the following payment options. Automatic payment program – Your payment will be automatically deducted on the 5<sup>th</sup> or the 15<sup>th</sup> of each month, Request your Credit card form today. Your Payment will be automatically deducted each month.

Q: ***Will I Receive a monthly Statement?***

A: Only on request, however you will receive a Do Not Pay invoice for each delivery.

Q: ***Do I have to make a payment even if I don't receive a delivery that month***

A: Yes, the Comfort Plan is designed to take your yearly propane usage requirement and spread them out over 12 months, therefore, we have taken into consideration the months you may not get a delivery.

Q: ***If I Rent a Tank from Comstock Propane, is my tank rental included in the monthly Comfort plan***

A: Yes, your tank rent is billed in June of each year,

Q: ***In addition to the customized level of payment, what are the other benefits?***

A: The Comfort plan has many benefits to you, as our valued customer

No statement fees, Peace of mind, less stress, Automatic propane delivery

No off route or special delivery charges as long as your payments are paid each month

No balloon or settlement month

Your account is reviewed quarterly to ensure you stay on track

Save .05 cents per gallon just for keeping a Credit Card on file.