



Western States
P R O P A N E

Comfort Plan Frequently Asked Questions and Answers

Effective **March 1st, 2022**

This policy is subject to change without notice

Please Initial Below

_____ **Q: What is the Comfort Plan?**

A: The Comfort Plan is a **customized** payment program which allows you to spread your annual propane usage into smaller, easier to manage, monthly payments. Upgrading your account is simple. No enrollment fees. Comfort Plan accounts are reviewed quarterly to make sure you stay on track.

_____ **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 delivered, the price per gallon, and the total cost of the delivery. Your delivery ticket will be your confirmation of delivery; however, all you have to pay is your monthly Comfort Payment amount.

_____ **Q: When are my Comfort Payments due and what are my payment options?**

A: Your Comfort Payment is due by the 15th, no later than the 20th of each month. You have many payment options and all of them are free.

- a. You can pay by mail sent to your local office
- b. You can pay in the office
- c. You can choose our **Automatic Payment Program** – Your Comfort Plan Payment will be automatically deducted on the 10th or 20th of each month. Request your form today.
- d. You can pay over the phone with Visa, MasterCard, Discover, or American Express
- e. You can use the drop box at your local office
- f. You can pay online. Set up your on-line account at

www.wspropane.com

_____ **Q: Will I receive a monthly statement?**

A: **Yes**, you will receive a statement each month. Your statement will recap all of the transactions which have taken place on your account for the previous month and reflect your Comfort Plan payment amount due for that month.

_____ **Q: Do I have to make my Comfort Plan Payment even if I do not get a delivery that month?**

A: **Yes**, the Comfort Plan is designed to take your annual propane usage requirements and spread them out over a twelve-month period; therefore, we have taken into consideration the months you may not get a delivery. This program makes using propane easier. You must make a payment each month or you will be removed from the program.

_____ **Q: *If I rent a tank from Western States Propane, is my tank rental included in my monthly Comfort Plan Payment?***

A: **YES**, you do not have to remit an additional amount for your tank lease in June. Items which are NOT included in your Comfort Plan payment are: **Labor charges, parts, and in-office charges, such as dispenser sales.** Charges for these items will be added to your Comfort Plan balance each month.

_____ **Q: *In addition to the customized monthly payment, what are the other benefits?***

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

- a. No statement fees, finance charges, off route or special delivery charges assessed to your account as long as your monthly payments are paid each month by the 15th, no later than the 20th.
- b. Peace of Mind – Less Stress
- c. Automatic Propane Delivery
- d. **No balloon payment or settlement month as long as you are on the program**
- e. Your account is reviewed quarterly to ensure you stay on track
- f. Save 5 cents per gallon just for participating in program
- g. Annual tank rental is included in monthly payments

_____ **Q: *How will I know if my Comfort Plan rate changes?***

A: It is important to note that Comfort Plan rates may change quarterly, watch your monthly statement for updated payment amounts. You will not receive a letter, phone call or text regarding the adjustment. Please call our office if you ever have questions.

_____ **Q: *Can I get off the program?***

A: **Yes**, you can opt to be taken off the Comfort Plan. If you have a balance at the time, the full balance on account will be due within **10 days**.

_____ **Q: *If I decide to get off the Comfort Plan when can I get back on?***

A: If you decide to get off the Comfort Plan you are eligible to get back on during open enrollment in March – May of each year.

_____ **Q: *What happens if I don't make my monthly Comfort Plan Payments?***

A: Your account will be removed from the Comfort Plan and your full balance will be due within **10 days**. You are then eligible to get back on the Comfort Plan in March or April during open enrollment month.

_____ **Q: *Can I get on the Comfort Plan any time?***

A: Open enrollment for the Comfort Plan starts in March and ends in May each year.

_____ **Q: *Can I get on the Comfort Plan if I have a balance on my account?***

A: In order to start the Comfort Plan Program you must have a zero balance on your account. We are unable to incorporate existing balances into your payment.

By signing below, you acknowledge that you have read and agree to the Comfort Plan terms and conditions.

Name: _____ Account Number: _____

Signature: _____ Date: _____