



3645 N Route Z Columbia, MO 65202 573.474.5501 office@ballengerpropane.com

Payment Options

Cash, Check or Credit Card accepted

- Pay drivers with cash or check at the time of delivery *OR*
- Mail in payment in envelope provided at time of delivery *OR*
- Call office with credit card payment.
- On-line payment options coming soon.*

Monthly Even Pay Plan - Budget Plan

The **Monthly Even Pay Plan** starts in June, with a goal of having a zero balance in May. If you have a credit balance in May, it will be applied to your next year and adjusted accordingly. If you have a balance due in May, we require full payment by May 10. We will then evaluate your cost for the next year based on the current propane cost.

We require a credit/debit card on file that will be run each month on the day of your choice. If for any reason a payment is missed due to your card expiring, insufficient funds, or a clerical error, it is still your responsibility to make the required payment. Payments must be made **EVERY** month, or you will be removed from the plan. Your estimated cost is based on the current price of propane. You will be notified if payment needs to be adjusted during the payment period due to an increase in the cost of propane.

Contract Propane - (Pre-buy)

The **Ballenger Propane, Inc. Pre-Buy Program** is a locked in price per gallon of propane that you'll purchase *up-front* for the entire season. No matter how crazy the markets get, **that's the price you'll pay throughout the term of your contract.** Contracts are offered in July with FULL payment due by September 1. Contact us at office@ballengerpropane.com if you would like the contract option.

Delivery Options

Route

We keep the majority of our customers on a "Route." This means when we are in your area, we will stop by and top off your tank. There is no set delivery schedule when on a route so deliveries could be at any time throughout the year. The driver will leave an envelope with the delivery ticket for payment & so you know we have been there. If your account has an outstanding balance, it could cause a delay in your delivery so please keep your account current.

Will Call

Some customers prefer to call for their deliveries. **All renters are on a will call basis, as payment is required at time of delivery.** It is your responsibility to watch your tank. Please make sure to call for a delivery when your tank reaches approximately 30%. We require 7-day advance notice for all delivery requests.

After Hour & Emergency Calls

Any after hour calls or emergency propane deliveries are subject to a \$75 service charge.