

## Hours of Operation

Mon: 7:00 a.m. – 5:00 p.m. Thu: 7:00 a.m. – 5:00 p.m.  
Tue: 7:00 a.m. – 5:00 p.m. Fri: 7:00 a.m. – 5:00 p.m.  
Wed: 7:00 a.m. – 5:00 p.m. Sat: 8:00 a.m. – 12:00 p.m.

We are pleased to provide 24/7 emergency service for suspected propane leaks and limited after-hours assistance for other emergencies.

In order for Drum Oil & Propane to be able to provide after-hours emergency no-heat service, our customers must participate in an annual maintenance plan of their heating system.

No A/C and no hot water are not considered emergencies and will be handled during normal business hours.

## BALANCED BILLING

### Are You Interested In?

- Discounted propane rates
- Peace of mind that comes with eliminating surprise fuel bills
- Having more cash in your pocket during the holidays
- Enjoying predictable monthly payments

## IF SO...ENROLL TODAY



Heating bills with **Balanced Billing**



Heating bills w/o **Balanced Billing**

To include your service plan cost in with your **Balanced Billing** payments, check YES on the reply card

## General Conditions & Exclusions

- The term of this plan is for a one (1) year period from May 1, 2024 to April 30, 2025. No credit will be issued if the plan is cancelled before the expiration date.
- All discounted service rates are based off of standard 2024-2025 Drum Oil, Inc. propane customer service rates, listed as follows:
  - Monday through Friday 7:00 a.m. – 5:00 p.m.: \$77 service charge, \$128/hr., thereafter.
  - Nights/Weekends/Holidays: \$123 service charge, \$148/hr., thereafter. No-heat emergency service outside of working hours falls between 7 a.m. and 8 p.m.
- The Service Plan does not cover labor or materials to repair damage to the heating system or residence caused by the customer's neglect, including, but not limited to, insufficient water for boiler, blown fuses or other failure of electrical system, improper thermostat settings or faulty thermostat, having heating system switches in the "OFF" position, debris build up in the air or venting systems, and other causes related to the improper operation or maintenance of the heating system by the customer. Damage, repairs, or replacement of parts or components caused by Acts of God, fire, flood, freezing, storm or weather conditions, power loss or surges, and water damage are also not covered.
- The Company will provide service as soon as practical, during regular business hours under normal conditions or on an emergency basis, if necessary. The Company will not be liable for any damages arising from a delay or failure to provide service due to conditions beyond its control such as Acts of God; labor disturbances or strikes; unavailability of mechanics or parts; failure or interruption of customer's electricity; inaccessibility of the heating system; storms, floods, or other severe weather conditions; or government laws or regulations.
- Customer agrees to release and hold Company harmless from all liability for any delay or failure to render the service or to make delivery of any merchandise as set forth herein due to federal, state, or municipal actions or regulations; strikes or any other labor troubles; fires; embargoes; accidents; war; or any other cause contingent to, or circumstances beyond the control of, Company and/or that make the fulfillment of this Agreement impractical. On removal of the cause of such failure or interruption, performance shall be resumed pursuant to the terms as set forth herein. COMPANY SHALL BE RELEASED FROM LIABILITY AND SPECIFICALLY DISCLAIMS ANY AND ALL LIABILITY FOR INDIRECT, INCIDENTAL, PUNITIVE, EXEMPLARY, SPECIAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND SUSTAINED BY CUSTOMER. Company shall be released from liability for any injury, loss, or damages whatsoever that are occasioned, in whole or in part, by defective design; faulty, incomplete, or erroneous plans or specifications; defective materials or parts; or defective operation or malfunction of any equipment. Company takes no responsibility for any instructions, directions, operating guidelines, or warranties contained in any book, booklet, guide, manual, or warranty from any manufacturer or dealer.
- Payment Terms: Service Plan Fees under this Agreement shall be due when billed. Additional emergency or maintenance work not covered under this agreement is due at time of service unless prior arrangements have been made or customer is credit approved. In the event said charges are not paid when due, Customer agrees to pay service charge of 1.5% per month, which is an 18% Annual Percentage Rate, and which will be charged on the average daily balance on any account past due over thirty (30) days.
- Priority Service: As a Priority Customer you will have limited after-hours emergency service for no-heat situations (24-hour emergency response for a propane leak). Emergency service is dispatched on a first come, first served basis. Service technicians may be delayed in responding due to prior emergency no-heat calls.
- The Customer agrees to all terms and conditions listed in this brochure during the term of this Agreement and any renewals thereof. The Customer agrees that in the event there are any changes in coverage in the future, the terms and conditions of this Agreement shall continue to apply.
- In the event that the residence is sold, the Service Plan may remain in effect and can be conveyed to a new owner for the remaining term of the Plan provided the Plan has been paid in full.
- Company shall not be required to furnish any items of equipment, labor, or other services, including, but not limited to, the performance of any tests, which are recommended or required or that may be required at some future date by any insurance company, any governmental agencies or authorities, and/or pursuant to any statutes, regulations, or other laws.
- Amendment and Cancellation: We may amend or change the terms of this Agreement at any time. You will be notified of any change in the manner provided by applicable law prior to the effective date of the change. However, if the change is for security purposes, we can implement such change without prior notice. We may suspend or cancel this Agreement at any time. Your termination of this Agreement will not affect any of our rights or your obligations arising under this Agreement prior to termination.
- Customer agrees not to move or relocate equipment without notifying the Company. In the event Customer fails to notify, Company at its option may cancel this entire Agreement without refund or refuse to service the equipment so moved or relocated. Company reserves the right to amend service rates, cancel service contract, or refuse to service equipment if, during coverage period, Customer changes propane provider or has equipment serviced by another company without prior approval of Drum Oil & Propane.

YES! I would like to sign up for the following: CHECK THE DESIRED PLAN(S) AND RETURN THIS PORTION OF THE FORM WITH PAYMENT BY MAY 31, 2024

PLEASE SIGN ME UP FOR THE 2024 PROPANE SERVICE PLAN - \$224/UNIT

ADD MY HOT WATER HEATER TO THE SERVICE PLAN - \$93/UNIT

\*CENTRAL AIR CONDITIONER SERVICE PLAN - \$129/UNIT

DUCTLESS MINI-SPLIT SYSTEM - HOURLY LABOR RATE + PARTS

YES! Include my service plan cost in with my Balanced Billing payments

Would you like us to make any changes to your contact information?

NAME: \_\_\_\_\_

HOME PHONE: \_\_\_\_\_

MOBILE PHONE: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

PLANS EFFECTIVE FROM 5/1/2024 TO 4/30/2025

Tax included in price.

\*When purchased with a heating plan.

Return to: Drum Oil & Propane P.O. Box 375 Gasport, NY 14067

# A PROPANE SERVICE PLAN IS A GOOD IDEA

*(Including Hot Water Heater Coverage is Recommended)*

Many of our propane customers do not realize that a propane heating system should be serviced each year. With normal use, including idle time, propane heating units can build up condensation and particulates that should be cleaned out as part of a tune-up.

We service the spectrum of propane heating units, and our annual tune-up will assure that your system is operating at peak efficiency. This also means that filters, critical to clean indoor air quality, are replaced and maintained each year. A properly maintained propane system can also increase the lifespan of the equipment and can keep energy usage as low as possible.

At Drum Oil & Propane, you are guaranteed priority service from a local provider that is there for you.

*A Great Value at:*

**\$225** *(includes tax)*

*or include Hot Water Heater Coverage for \$308 total!*

## Is Having Hot Water Important to You?



When you add our Hot Water Heating Protection Plan, you protect your hot water heating system. Tankless systems Included!

*Service and protect your Hot Water Heater (including Tankless systems!) for an additional \$93*

## Benefits of a Service Plan



### PROPANE TUNE-UP

The annual tune-up will keep your propane system running efficiently, which saves on fuel usage and extends the life of your equipment.



### SAFETY INSPECTION

Our technicians will conduct a safety inspection of your heating system based on manufacturer's recommendations. We will also inspect your propane lines and propane storage tank to assure that they are all functioning safely and properly.



### 25% DISCOUNT ON PARTS AND LABOR

If you ever need to call us for a repair down the road, you will receive a 25% discount off of the normal price of the parts and off of our standard labor rates. 25% discount applies only to system repair and does not apply to any system replacement.



### PRIORITY SERVICE

Limited night and weekend service for emergency "no-heat" situations, 7 day a week, 7 a.m. – 8 p.m. (24-hour emergency response for a propane leak).

## A/C PARTS & LABOR DISCOUNT PLAN

\$129.00/UNIT (FOR CENTRAL AIR)

Customers must have a heating plan to be eligible for A/C Service Plan.

A/C Service Plan Coverage Includes:

- A/C Tune-Up
- 25% Discount on Parts & Labor
- Service During Normal Working Hours

*\*\*Coolant not included in plan and is billed separately.*

## MINI-SPLIT A/C SERVICE PLAN

Billed for time and materials used at time of service

Customers are responsible for the time and materials cost it takes for Drum Oil & Propane to clean and inspect the ductless mini-split unit. Drum Oil & Propane will get your system operating at peak efficiency upon completion. Times may vary based on the equipment's use, history, and complexity.



## PROPANE & A/C SERVICE PLAN



**SINCE 1946**

KEEPING WESTERN NY HOMES  
COMFORTABLE ALL YEAR

(716) 772-2626 • 1 (877) DRUM OIL

[www.drumoil.com](http://www.drumoil.com) • [drum@drumoil.com](mailto:drum@drumoil.com)

Drum Oil & Propane  
8776 Rochester Road  
Gasport, NY 14067

Hours of Operation:  
Monday-Friday 7am-5pm  
Saturday 8am-12noon