

**NOTTAWA GAS COMPANY  
KEEP FULL PROGRAM**

The undersigned customer confirms participation in Nottawa Gas Co.'s Keep Full Program. The Keep Full Program is a convenience offered by Nottawa Gas Co. and the following is an explanation of the program:

1. Nottawa Gas Co. will use the customer's liquid propane use history to calculate when the customer's tank should be refilled and will attempt to refill the customer's tank prior to the customer running out of propane without the customer having to call-in to order a delivery. The account is pulled for delivery when the tank is estimated to be below 30%. Delivery tickets are mailed out the following day after delivery. This is the customer's "invoice" that needs to be paid promptly.
2. **A customer's propane use can vary significantly** due to abnormal weather conditions, a change in the customer's routine, or the addition of propane appliances, etc. The Keep Full Program does not replace the customer's obligation to monitor the level of propane in his/her tank and the ability order propane when necessary, in order to prevent the tank from running out of propane.
3. The customer understands and acknowledges that Nottawa Gas Co. is not contractually obligated to prevent the customer from running out of propane and the customer hereby releases Nottawa Gas Co. from any and all claims in any way related to the customer running out of propane.
4. Delivery of propane to the customer and/or equipment rentals shall be governed by either the Terms & Conditions of Sale Agreement for an Owned Tank or the Equipment Rental & Propane Delivery Agreement previously signed by the customer.
5. Your **account must remain in good standing** to be active on the Keep Full Program. Which means the account must maintain a zero balance to be put on the list for delivery. The customer must "call-in" for any deliveries when there is a balance due.
6. Nottawa Gas Co. **will automatically remove** a Keep Full customer from the program, when the account has been assigned delinquency status. This happens 45 days after delivery; the customer is notified via USPS Certified Mail about C.O.D. status. At 60 days past due, with no response from the customer, the account is sent to our collection agency and a leased tank is scheduled for pick-up.
7. If I wish to be removed from the Keep Full Program at any time, I must notify Nottawa Gas and sign a termination of participation form.

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This is confirmation I have read the above outline of the program and wish to participate in  
Nottawa Gas's Keep Full Program.

Date: \_\_\_\_\_ Acct #: \_\_\_\_\_

Signature: \_\_\_\_\_ Current %: \_\_\_\_\_

Print Name: \_\_\_\_\_

Delivery Address: \_\_\_\_\_

Phone #: \_\_\_\_\_ OR \_\_\_\_\_