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PA Attorney General's Office of  
 Consumer Protection Registration  
 # 000736

**RESIDENTIAL**

**Billing information:**

Name \_\_\_\_\_  
 First MI Last \*\*Social Security number DOB

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell phone or alternate # \_\_\_\_\_ e-mail address \_\_\_\_\_

*\*\* (Social Security # is used only for credit purposes and never divulged to any other party)*

**List Additional owner's name's (spouse, partner, etc.) If none, please write none.**

\_\_\_\_\_  
 First MI Last Social Security Number DOB

**Delivery or service address: (if same, please write same)**

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

The above listed person(s) Own \_\_\_ Rent \_\_\_ (Please check one) How long? \_\_\_\_\_

If renting, when does lease expire? \_\_\_\_\_

Is this a business or an apartment building?  Yes  No

If Renting: Does landlord pay for service?  Yes  No If yes, please provide:

Landlord name \_\_\_\_\_ Phone number \_\_\_\_\_

Address \_\_\_\_\_

**Employer(s): (please list for each owner listed above)**

\_\_\_\_\_ Phone \_\_\_\_\_ How long? \_\_\_\_\_

\_\_\_\_\_ Phone \_\_\_\_\_ How long? \_\_\_\_\_

If paying by ACH please provide the following, otherwise leave blank.

Bank name \_\_\_\_\_ Account # \_\_\_\_\_ type of account Checking   
 Savings

Name of relative not living with you

1. \_\_\_\_\_ Relation \_\_\_\_\_

**I/WE CERTIFY THAT ALL OF THE INFORMATION ON THIS FORM IS CORRECT. I/WE HAVE READ AND FULLY UNDERSTAND AND AGREE TO YOUR CREDIT TERMS AS EXPRESSED ON THE ([Click here for terms](#)), REVERSE SIDE OF THIS DOCUMENT. INTENDING TO BE LEGALLY BOUND, I/WE AGREE TO THESE TERMS IN CONSIDERATION OF CREDIT BEING EXTENDED TO ME/US. I/WE CERTIFY THAT I/WE HAVE THE AUTHORITY TO EXECUTE THIS AGREEMENT ON BEHALF OF ALL OWNERS OF THE PROPERTY DESCRIBED ABOVE. I/WE AUTHORIZE YOU TO INVESTIGATE THE REFERENCES LISTED HERE AND TO REQUEST INFORMATION FROM CREDIT REPORTING AGENCIES.**

Signature \_\_\_\_\_ Date \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

**Delivery Information:**

Previous fuel company (if known) \_\_\_\_\_

Type of fuel  **EnviraFuel™** (We deliver this environmentally friendly alternative to regular #2 heating oil)  
 Kerosene

Tank Size  275 gal.  230 Gal.  2-275 gal.  500 gal  other

Would you like us to deliver automatically  Yes  No thank you

*(Automatic delivery is convenient and costs you nothing. Deliveries are made according to degree day methodology.)*

Delivery Information continued

What is the location of your fill pipe? \_\_\_\_\_ (If a clock were placed over the top of your home or office, which number best describes the location of the fill pipe, with 12 being the rear and 6 being the front?)



First delivery date \_\_\_\_\_

**IMPORTANT:** If this is the first time we are delivering to this address, someone must be home for our driver to inspect the tank, (1<sup>st</sup> delivery only)

Are there any special delivery instructions? If so, please list below.

**Service Information:**

Would you like a maintenance Agreement?  Yes  Not at this time  Please send more info

Is your heating system a furnace or boiler?  Furnace (blows warm air)  Boiler (hot water heat)

Do you know the approximate age of your heating system? \_\_\_\_\_

Do you want to setup an appointment to have your heating system cleaned and tuned up?  Yes  No

If yes, what would be a good time for you? \_\_\_\_\_

Do we have your permission to conduct a credit check?  Yes  No

\*\*This will be used to determine the extent to which we grant charge privileges to you and will not be shared or divulged to any other party.

***We appreciate the fact that your time is very valuable and thank you for spending some of it to fill out this very important form.***

## CREDIT POLICY

It is a pleasure for us to offer the convenience of credit to our customers. However, this courtesy is at our sole discretion and is generally only extended to those who pay our invoices within our stated terms.

We offer various credit options in order to accommodate most budgets and lifestyles. The following is a brief description of each:

1. **Our standard credit terms** - All invoices for Fuel are due within 10 days in order to be eligible for our prompt pay discount. Fuel invoices are due, in full, with 30 days of the invoice date.

Invoices for Service work, are due in full upon completion of service performed. Invoices for our Planned Maintenance Agreements are due within 15 days of the invoice date.

2. **“Better Way” Plan** – You can start on our budget plan in any month. The budget plan is a 12-month plan. 12 coupons are issued to you for payment. Payments are due on the first of every month. This plan is for fuel deliveries only and does not include service work. You may include your Maintenance Agreement in our Budget plan.

3. **Credit Cards** - We accept Visa, MasterCard, American Express and Discover Card. You may use them on a per invoice basis or you can authorize us to pay each invoice with the card of your choice.

4. **Pre-payment** - Once a year, normally in the May-June time frame, we may offer a pre-payment program. This program is designed so that you can "Lock in" your price for the entire heating season. You simply purchase any amount you desire at our published prepay price. If you require more heating oil than you purchased you will be invoiced at our rate at the time of delivery. If you have remaining gallons at the end of the plan, (See plan offering), you will have a dollar credit on your account for the unused gallons. This amount may be used for the following year. Gallons remaining are never carried forward to the next year. Prepaid dollars are NOT REFUNDABLE.

5. **Bank Draft** - You can have your payments automatically drafted from your bank savings or checking account. Great for Budgets!

### **Additional policies**

**Returned Checks** - We charge \$50.00 for a returned check. Any discounts given at the time of payment are charged back to the account.

**Statement fee:** - A statement fee of \$1.00 per statement will be charged for each statement issued. Statement fees are not charged to those customers with a zero or credit balance. Statement fees are not charged to those customer utilizing our BetterWay payment plan or for those on “Paperless” billing.

**Finance Charges** - Balances over 30 days will be assessed finance charges at the rate of 21% per year 1.75% per month. The minimum Finance Charge will be \$2.00.

**Cash only rating** - For any of the following reason your account with us may be given a "Cash only" rating;

- A. More than 1 returned check
- B. Failure to pay Finance or returned check charges
- C. Being on Credit Hold more than 3 times
- D. Failure to respond to our call or letters concerning your account balance
- E. Failure to make payment when promised

9. Collection of past due amounts – It is our policy to ensure that all of our accounts are within terms. Accounts that exceed our terms will be placed on credit hold. While on credit hold no further credit will be extended until payment arrangements are made or the account has been made current. Accounts that have not made acceptable payment arrangements will be placed for collection with a Magistrate. All costs for collection will be added to the customer’s account and finance charges will continue to accrue. The Finance charges are in addition to collection costs of 15% and Attorney’s fees.

Customer consents to the personal jurisdiction of District Court 03-02-11 and/or, where applicable, and at the discretion of Deiter Bros., the personal jurisdiction of the Court of Common Pleas of Northampton County, Pennsylvania, and the United States Federal District Court in the Eastern District of Pennsylvania. Customer agrees no to raise any objection to such jurisdiction or the laying of venue in Northampton County, Pennsylvania.

Sign Here \_\_\_\_\_ Date: \_\_\_\_\_

Co-owner \_\_\_\_\_ Date: \_\_\_\_\_