



PINE STATE ENERGY, LLC  
 PO Box 470  
 SCARBOROUGH, ME 04070

WWW.PINESTATEENERGY.COM  
 TEL. (207) 883-8096 FAX (207) 321-2270

B5 Biofuel Home Heating Oil & Diesel • Energy Efficient Upgrades • Solar  
 Geothermal • Radiant Floor Heating • Wood Pellet Boilers & Bulk Pellet Delivery

## RESIDENTIAL B5 HEATING OIL CONTRACT 2009-2010 SEASON

### 1. Pre-Pay /Auto-Fill (Fixed Rate) *Lock in your price!* (Full payment required up-front)

Your price per gallon is guaranteed. You buy a certain number of gallons at a specific price per gallon. We deliver to you automatically. You pre-pay for the oil all up front. We secure your oil with our vendor so it is safe. You must use up the oil purchased by May 31, 2010. **Your purchased oil does not carry over to the next season.**

**Additional FREE Benefit:** Upgraded to **Priority Member Status** with Pine State Services for all your service needs. Includes Preferred Pricing and Top Priority Level Service.

**Pre-purchase oil at a fixed price of \$2.259 per gallon x \_\_\_\_\_ gallons.**

**Amount due with signed contract \$ \_\_\_\_\_ . (Add \$.05 per gallon if paying with Credit Card)**

### 2. Budget/Auto-Fill (Fixed Rate) *Lock in your price & spread out your payments!* (8 Month Payment Term, CC required on file)

Use all the oil you need while controlling the amount of money you're spending. We eliminate high spikes in your heating bills by spreading out your invoices over a 8 month period. (8/09-3/10) *You must take delivery of the oil by May 31, 2010.*

**Additional FREE Benefit:** Upgraded to **Priority Member Status** with Pine State Services for all your service needs. Includes Preferred Pricing and Top Priority Level Service.

**Gallons Requested: \_\_\_\_\_ x \$2.359 (price per gallon) = Annual Total \$ \_\_\_\_\_ . Monthly Payment (Annual**

**Total-10% deposit/8): \$ \_\_\_\_\_ (August 2009-March 2010) (Add \$.05 per gallon if paying with Credit Card)**

### 3. Budget/Auto-Fill *Spread out your payments & follow the market!* (8 Month Payment Term, CC required on file)

Use all the oil you need while controlling the amount of money you're spending. We eliminate high spikes in your heating bills by spreading out your invoices over a 8 month period. (8/09-3/10) *You must take delivery of the oil by May 31, 2010.*

**Additional FREE Benefit:** Upgraded to **Priority Member Status** with Pine Services for all your service needs. Includes Preferred Pricing and Top Priority Level Service.

**Budget payments based on an estimated seasonal price per gallon.**

*Please call for your monthly budget payment.*

### 4. Pay As You Go/Auto-Fill *Follow the market.*

**(Daily Cash rate -\$.04 discount if paid by check and within 5 days of delivery)**

**(Credit Card Required on File)**

Pay at time of delivery or within 5 days. After 5<sup>th</sup> day with no payment, we will run your credit card for full payment without the \$.04 discount. With this option, you will lose the flexibility of spreading your payments and the security of a fixed rate.

**Please read the following Contract Terms carefully and call a customer service representative at (207) 883-8096 if you have any questions.**

1. Contract period for *Oil Delivery* is from October 2009-May 31, 2010. Pay as you go Auto-Fill available to all contract customers for off season purchases.
2. Contract period for Budget/Auto-Fill (Fixed Rate) payments are from August 2009-March 2010. Budget payments are due on the 15<sup>th</sup> of each month.
3. Contract period for Budget/Auto-Fill payments are from August 2009-March 2010. Pine State Energy will review your usage and the price of oil in December of 2009 and adjust your payments accordingly. Budget payments are due on the 15<sup>th</sup> of each month.
4. Contract must be signed and returned with deposit of 10% no later than **August 22, 2009** for Budget/Auto-Fill customers only. Pre-pay/Auto-Fill contracts must be paid in full by **August 22, 2009**. Prices listed are based while supplies last. Min. 500 gallons.
5. If you are over 10 days late with your budget payment, we will require the overdue budget payment before the next delivery.
6. If you are over 30 days late with your budget payment, we will run your CC for the full balance. Credits will be applied to next year's budget plan.
7. It is your responsibility to notify us of any changes to your account in writing either by fax, Email or US mail.
8. Pine State Energy has the right to terminate any contract for nonpayment after 10 days past due & reserves the right to terminate this offer at anytime.

#1  Pre-Pay Option    #2  Budget Option (Fixed Rate)    #3  Budget Option    #4  Pay As You Go Option

**Customer Name:** \_\_\_\_\_ **Account Number:** \_\_\_\_\_

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

**Billing Address:** \_\_\_\_\_

**Phone (Home)** \_\_\_\_\_ **Phone (Work)** \_\_\_\_\_ **Phone (Cell)** \_\_\_\_\_

**When you use Pine State Energy, you get the support and service from their sister company, Pine State Services. Both companies are committed to conservation, quality craftsmanship and unparalleled service. *A perfect match!***

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

*Signature acknowledges that you have read and agree to the contract terms. Please mail or fax in copy of contract.*



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## ENERGY SERVICE CONTRACT

**\$199 PRECISION CLEANING AND 32 POINT TUNE-UP**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Perform an efficiency test</li> <li>• Inspect and vacuum smoke pipe and boiler (or furnace) as necessary</li> <li>• Visual wiring inspection</li> <li>• Test and check all oil burner safety controls</li> </ul> | <ul style="list-style-type: none"> <li>• Change nozzle and clean nozzle assembly</li> <li>• Replace oil filters or strainers</li> <li>• Lubricate motors and bearing assemblies</li> <li>• Clean and adjust ignition system</li> </ul> |
|---|--|

**\$99 ADDITIONAL BURNER PROTECTION PLAN**

Available to those customers purchasing a precision cleaning and tune-up.

*Parts and Labor on the following:*

Blower	Controls	Burner	Tank	Other
Air filter	Primary	Coupling	Gauge	Smoke pipe
Belt	Transformer	Motor	Valve	
Motor (up to 3/4 hp)	Fan and limit switch	Valve	Vent Alarm	
	Stair and burner toggle switch	Pump strainer		
	Cad cell assembly	Nozzle		
	Pressuretrol (steam)	Oil filter (cartridge & complete)		
	Aquastat	Fuel pump		

**EXCLUSIONS** Energy Service Contracts do not cover:

- Complete replacement of oil burner, boiler, tank, furnace, combustion chamber or heat exchanger.
- Air conditioning equipment, antifreeze, clock thermostats. Tankless coils, gaskets and related labor.
- Malfunctions due to switches left off; blown fuses; oil or water valves left off; electrical failures unrelated to heating system; system freeze-up even if due to failure of a covered part; flooded cellars, failure to fill manually fed boilers or flush low water cut-offs.
- Heat and hot water distribution systems and their accessories.
- Wood or coal units and their parts, power venters and draft inducers,
- Burner Service required due to failure of adequate fuel supply or your delivery being held due to unsatisfactory credit status.
- This plan does not cover, and we are not responsible for, any damages, including environmental damage arising out of any leakage or spillage from any oil lines, oil tanks or any other part of your heating system.
- Indirect fired water heaters and storage tanks.

**TERMS AND CONDITIONS**

- Payment is due upon acceptance of contract.
- This plan is offered exclusively to customers who purchase their total requirements of fuel from Pine State Energy. Cancellation of fuel or oil delivery or failure to maintain a satisfactory credit status automatically terminates the contract without a refund.
- We reserve the right to inspect and approve the heating system prior to issuing a contract. Improperly installed equipment not meeting state or local codes cannot be covered. Repair, if authorized, would be done at prevailing rates.
- This plan covers only residential systems fired at 2.0 gallons an hour or less. Other systems (over 2.0 gallons an hour) are subject to increased rates available upon inspection.
- Terms of this agreement are for a period of twelve months from the date of invoice and will renew automatically each successive year unless either party gives notice prior to the renewal date.
- We will not accept liability for: Any work performed on heating equipment other than by our own technicians or others authorized by us. Any direct or indirect injury, damage or resulting failure of the oil burner, associated equipment or dwelling due to an act of God, unavoidable delays, fires, abuse, neglect or any cause beyond our control.
- This plan does not cover, and we are not responsible for any damage including environmental damage, arising out of any leakage or spillage from any oil lines, oil tanks or any other part of your heating system.

**Customer Name:** \_\_\_\_\_ **Account Number:** \_\_\_\_\_

**Site Address:** \_\_\_\_\_

**Billing Address** (if different): \_\_\_\_\_

**Phone (Home)** \_\_\_\_\_ **Phone (Work)** \_\_\_\_\_ **Phone (Cell)** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**\$199 Precision Cleaning & Tune-Up**  **\$99 Burner Protection Plan**  **Total \$** \_\_\_\_\_

**Credit Card Number:** \_\_\_\_\_ **Expiration Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_ **CVV#:** \_\_\_\_\_

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

*Signature acknowledges that you have read and agree to the contract terms. Signature authorizes Pine State Energy to charge the above listed credit card account for the total entered above. (\$199 or \$298)*



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## CREDIT CARD AUTHORIZATION

### Pre-Pay and Budget Fuel Options

Simply fill out and return this short form with your home heating oil contract. Your information will be kept safe and secure. For your records and peace-of-mind we will mail you a receipt after each transaction. Pine State Energy's Credit Card options are just one more way for us to service you better.

<b>Name:</b>			
<b>Mailing Address:</b>			
<b>City:</b>			
<b>State/Zip Code:</b>			
<b>Email Address:</b>			
<b>Credit Card Type:</b>	<i>(Circle one)</i> <b>Mastercard</b> <b>Visa</b> <b>Discover</b> <b>Amex</b>		
<b>Card Number:</b>			
<b>Expiration Date:</b>		<b>CVV#:</b>	
<input type="checkbox"/>	<b>Pre-Pay Option</b> -One time amount to authorize: \$		
<input type="checkbox"/>	<b>Budget Option</b> -Amount to authorize per month: \$ <i>Cards will be run on the 15<sup>th</sup> of the month for the Budget Option Contract. (August-March)</i>		
<input type="checkbox"/>	<b>Automatic Delivery</b> -Your card will be run on day of delivery unless paid COD to delivery driver. You will pay the daily auto rate x amount of gallons delivered.		

I authorize Pine State Energy to charge the above listed credit card account for purchases and services rendered in connection with the delivery of heating oil and fuel products. I understand that the budget and automatic delivery payment program will remain in place unless I send written notice. Any changes in my credit card status, mailing or service address must be received in writing. Changes may be sent via e-mail to [energy@pinestateservices.com](mailto:energy@pinestateservices.com). **Fax (207) 321-2270** or U.S. Mail: Pine State Energy, P.O. Box 470, Scarborough, ME 04070.

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

**Name Printed** \_\_\_\_\_



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## DELIVERY SITE & BILLING INFORMATION

Billing address & contact name:

\_\_\_\_\_

Site address & contact name (*if different*):

\_\_\_\_\_

Email address:

\_\_\_\_\_

Number of tanks: \_\_\_\_\_

Tank gallon size: 275 \_\_\_\_\_ 330 \_\_\_\_\_

Other \_\_\_\_\_

Fill pipe location: \_\_\_\_\_

Is the water heated off the boiler? \_\_\_\_\_

Single family home or multi-unit (*Please list # of units*): \_\_\_\_\_

Color of building: \_\_\_\_\_

Prior delivery history (*every week, two weeks, etc*) \_\_\_\_\_

How will you be making your payments?

*Please circle:*    Cash/Check    Credit Card

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Visit <http://www.bioheatonline.com/> to learn more about Biofuels.

