






Snow's Fuel Company
 18 Main Street, Lower Level
 Orleans, MA 02653





PROTECT YOUR HOME YEAR-ROUND WITH OUR SERVICE PLANS

Snow's offers the following service plans to keep you and your family safe and comfortable all year round:






Heating Oil and Propane Service Plan:

-  EMERGENCY & PRIORITY SERVICE
-  ANNUAL TUNE-UP
-  SAFETY INSPECTION
-  DISCOUNT ON SERVICE WORK
-  CLEANER INDOOR AIR






Air Conditioning Service Plan:

-  EMERGENCY & PRIORITY SERVICE
-  16 POINT ANNUAL TUNE-UP
-  20% DISCOUNT ON SERVICE WORK
-  CLEANER INDOOR AIR

Generator Service Plan:

-  EMERGENCY & PRIORITY SERVICE
-  SAFETY INSPECTION
-  16 POINT ANNUAL TUNE-UP
-  10% DISCOUNT ON SERVICE WORK
-  SYSTEM TRANSFER INSPECTION

Natural Gas Service Plan

-  EMERGENCY & PRIORITY SERVICE
-  ANNUAL TUNE-UP
-  SAFETY INSPECTION
-  DISCOUNT ON SERVICE WORK
-  CLEANER INDOOR AIR

Get the service you know and trust at a great price. Call us today and let Snow's handle your home comfort needs.

General Conditions

1. Agreement Prerequisites. Fuel oil and propane gas accounts must be a Snow's scheduled fuel delivery customer and have the heating system serviced by the Company annually.
2. Equipment. The electronic monitoring system supplied by the Company and all its parts shall at all times remain the property of the Company, and shall only be installed, serviced, and removed by authorized representatives of the Company. It shall be the Customer's responsibility to inform the Company upon sale or transfer of the Customer's property, or any other reason for termination of this Agreement. The Customer agrees to be responsible for the loss, theft, damage, or destruction of the Equipment, and shall reimburse the Company for its losses incurred as a result of any such loss, theft, damage, or destruction.
3. Property Access. Customer must supply the Company with a key to the monitored property or make suitable arrangements for the Company to access the property or to communicate to the Customer when problems arise. The Customer is responsible for removing snow from driveways, walkways, the area surrounding the fill location, and any other areas Company drivers and technicians need to access the property safely.
4. Minimum Thermostat Setting. Customer must keep thermostats at a minimum 52-degree setting. Any "no heat" calls caused by lower settings will be considered a service call and charged to the Customer at the applicable service rates.
5. Fee Schedule. The fee schedule for Electronic Monitoring Service is based on the current price structure for services provided and is subject to annual review.
6. Additional Temperature Sensors: If additional temperature sensors are required a fee of \$42 per sensor per calendar year shall be applied.
7. Extension of Term. The term of this Agreement shall be one year and will be automatically extended on a year-to-year basis unless either the Customer or the Company gives written notice of termination to the other party 30 days prior to the expiration date of the term.
8. Termination. Following the initial one-year term, and each year thereafter, the Customer has the right to notify the Company to discontinue the service. Notification shall be in writing delivered to the Company at the address stated on the Agreement. Non-payment of the monitoring service charges beyond 60 days of billing entitles the Company to discontinue the monitoring service and remove the Equipment. It is agreed that upon termination, the Customer will allow the Company access to his/her property for equipment removal purposes and will pay the Company its reasonable costs of removal of equipment.
9. Notification of Property Transfer or Sale. Customer must notify the Company within 30 days of the transfer or sale of said installation property. The monitoring fee will continue to be billed to the undersigned unless the Company is notified of the name and address of the new owner and the new owner signs a contract or allows the Company to remove the equipment.
10. Limitations on Liability. The Customer hereby releases the Company, and agrees to hold the Company harmless from all liability for any loss, damage, or injury to person or property unless such loss, damage, or injury is solely caused by the negligence of the Company. Without limitation, the Company shall not be liable for loss, damage, or injury arising in whole or part from causes other than the Equipment itself, or from malfunction of the Equipment, including but not limited to delay or failure in service arising in whole or in part from interrupted telephone service, such as but not limited to downed telephone lines, non-payment of telephone bills, seasonal turnoffs, faulty telephone equipment, intentional or negligent Equipment tampering by parties other than authorized agents of the Company, such tampering to include without limitation general damage to the Equipment, battery removal or failure, disconnecting of temperature sensors, cutting or damaging of monitor system wiring, any situation that temporarily or permanently disables any sensor, or any condition that partially or permanently alters the transmitting capacity of the monitor (e.g., water damage or low/dead batteries). Nor shall the Company be responsible for any act of God, such as but not limited to lightning, floods, fire, wind, or any condition that prohibits access to the Customer's property which are beyond the Company's control. In addition, the Company shall not be held liable for any heating or domestic pipes that transit through unheated areas. The Customer specifically agrees and covenants that in no event shall the liability of the Company for loss, damage, or injury to person or property exceed an amount equal to the charge to the Customer for the period of service during which such loss, damage or injury occurs, and in any event, the Customer agrees and covenants that such liability of the Company shall never exceed the maximum sum of One Thousand (\$1,000) Dollars. Any time spent by the Company correcting the above conditions will be charged to the Customer at applicable service rates. The Company shall not be held responsible for any possible damage that may occur prior to actual response for any optional equipment installed, such as but not limited to water sensors, smoke detectors, gas detectors, and low temperature sensors. The Company, however, will respond expeditiously to any alert calls from optional sensors.
11. Covered Maintenance: The Company shall be responsible for normal Equipment maintenance, which shall include labor and parts required to repair any Equipment that has become defective through normal wear and tear and/or normal usage. Such covered maintenance shall not include the repair of Equipment which has otherwise become defective for any reason including, but not limited to: damage caused by accidents, physical abuse or misuse of Equipment; acts of God, fire or water damage; failure or fluctuation of electrical power; air conditioning or humidity control; telephone equipment or communications lines failure; failure of foreign interconnect equipment; or causes other than ordinary use.
12. Billable Services and Repairs. The Customer understands that the Electronic Monitoring System monitors the temperature in the building. The system communicates to the Company via telephone lines, internet service or cellular networks. The Customer understands that in the event an alarm is triggered, the Company will send its employees to the property to ascertain the problem and make emergency repairs. The Customer agrees that any time spent, or repairs made at that specific time or shortly thereafter, shall fall under applicable service rates and/or current material charges that shall then be billed to the Customer.

IMPORTANT INFORMATION ABOUT DSL SERVICE:
 Occasionally DSL filters can interrupt phone service, which may affect Electronic device's transmission (only landline modem version).

IMPORTANT INFORMATION ABOUT SNOW REMOVAL:
 The Customer is responsible for removing snow from driveways, walkways, the area surrounding the fill location and any other areas Company drivers and technicians need to access the property safely.

Snow's 
Fuel Company

Home Monitoring Services



\$252*
PER YEAR

OIL OR PROPANE Electronic Monitoring

*PLUS \$115 installation

MONITOR VIA INTERNET

Broadband internet connection is used to signal staff in case of an emergency.

COMMUNICATION

Monitoring provides us with notifications when prompted by detection devices.

EMERGENCY SERVICE

On-call staff is notified when the electronic alarm is triggered. They will send someone to your property to ascertain the problem and make emergency repairs.

SELF-TESTING

Unit self-tests regularly to guarantee proper function, ensuring you never have to check anything.

PEACE OF MIND

Know that your home is safe all year round, home or away. Never worry about frozen pipes or running out of fuel again.

When signing up for this program, Snow's requires that you have automatic delivery and maintenance provided by Snow's fuel and that your thermostat is never set below 52°. The program will automatically renew every year unless the customer notifies Snow's to remove the equipment.

\$331*
PER YEAR

NATURAL GAS Electronic Monitoring

*PLUS \$115 installation

MONITOR VIA INTERNET

Broadband internet connection is used to signal staff in case of an emergency.

COMMUNICATION

Monitoring provides us with notifications when prompted by detection devices.

EMERGENCY SERVICE

On-call staff is notified when the electronic alarm is triggered. They will send someone to your property to ascertain the problem and make emergency repairs.

SELF-TESTING

Unit self-tests regularly to guarantee proper function, ensuring you never have to check anything.

PEACE OF MIND

Know that your home is safe all year round, home or away. Never worry about frozen pipes or running out of fuel again.

When signing up for this program, Snow's requires that your thermostat is never set below 52°. The program will automatically renew every year unless the customer notifies Snow's to remove the equipment.

\$404*
PER YEAR

OIL, PROPANE, OR NATURAL GAS Cellular Monitoring

*PLUS \$115 installation

MONITORS HOME VIA CELLULAR INTERNET

A cellular modem is installed by Snow's and used to signal staff in case of an emergency. Internet or phone lines are not necessary.

COMMUNICATION

Monitoring accessed through cellular internet provides us with notifications when prompted by detection devices.

EMERGENCY SERVICE

On-call staff is notified when the electronic alarm is triggered. They will send someone to your property to ascertain the problem and make emergency repairs.

SELF-TESTING

Unit self-tests regularly to guarantee proper function, ensuring you never have to check anything.

PEACE OF MIND

Know that your home is safe all year round, home or away. Never worry about frozen pipes or running out of fuel again.

When signing up for this program, Snow's requires that your thermostat is never set below 52°. Oil and propane customers are required to have automatic delivery and maintenance provided by Snow's fuel.



PLEASE SELECT PLAN(S)

Oil or Propane Electronic Monitoring	<input type="checkbox"/>	\$252*
Natural Gas Electronic Monitoring	<input type="checkbox"/>	\$331*
Oil, Propane, or Natural Gas Cellular Monitoring	<input type="checkbox"/>	\$404*
*Plus Installation		\$115

NAME _____

ACCT. # _____

ADDRESS _____

CITY _____

STATE _____ ZIP _____

PHONE _____

OFF CAPE PHONE _____

EMAIL _____

EMERGENCY/
LOCAL CONTACT _____

Please send me more information concerning:

- OIL SERVICES
- PROPANE SERVICES
- GENERATOR SERVICES
- A/C SERVICES
- NATURAL GAS SERVICES

AUTHORIZATION OF WORK

- Must contact** Customer Local Contact if estimated amount is over \$ _____
- Must contact** Customer Local Contact before any work is done
- No need to contact**

SIGNED _____

DATE _____

HOW HOME MONITORING WORKS

- ✓ We install a modem that is hardwired to your internet service or through our cellular device
- ✓ We place heat sensors in your house
 - If there is a drop in temperature, we will inspect the issue and contact you if necessary
- ✓ We place a rocket on your fuel tank to transmit the fuel level
 - If it drops below a certain level, we will schedule a delivery
- ✓ The system runs self-tests frequently to ensure its proper maintenance



SNOWSFUEL.COM

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Call (508) 255-1090 | Fax (508) 240-3843