






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

Terms. All fees and terms and conditions are subject to change upon renewal.

Agreement Prerequisites. All Customers must join Company's Fuel Delivery Program and have scheduled fuel oil or propane gas deliveries and the heating system serviced by the Company annually.

Property Access. Customer must supply Company with 1 key and any alarm codes/lock box keys or combinations to the monitored property. Customer is responsible for removing snow from driveways, walkways, the area surrounding the fill location and any other areas Company personnel need to access the property safely.

Key Service For Authorized Providers. Company will only release keys to outside contractors listed on Agreement. Customer must notify Company 24-hours in advance of any additional contractors approved for one-time access.

Fee/Payment Schedule. The fee schedule for the Monitoring Programs, noted on the contract, is based on the current price structure for services provided and is subject to annual review. Full payment is due with receipt of Program Agreement.

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. 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 (i.e. crawl spaces/attics). 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.

Property Inspection. All Company scheduled on-site inspections will be conducted Monday-Friday in accordance with the frequency noted on the Agreement. Areas and appliances inspected are limited to those detailed on the Property Inspection Form unless otherwise noted on the Comment Section of the Property Information Form, which has been agreed upon and signed by Customer and Company representative.

Reporting. During each on-site inspection, Company personnel will complete a Property Inspection Form. Upon completion of the inspection, if no action is required, this form will become part of Customer's permanent file and suffice as "proof of performance." If an action is required, a Company representative will contact the Customer by phone, voice mail or email (if applicable) on the day of the inspection. If Company personnel are unable to leave a voice mail or send an email to customer, the Report will be mailed through the USPS. At any time, Customer can request copies of any/all Inspection & Reporting files.

A Company representative will also report the same findings to the appropriate authorized Service Provider noted on the Customer's Property Information Form. However, the Company will not authorize any work with any Service Providers on Customer's behalf. Customer is responsible for making all arrangements for contracting/paying all independent service providers.

ADDITIONAL TERMS & CONDITIONS: Home Monitoring Program

Contract Period/Termination. The terms of this Agreement shall be for the period and frequency defined only and is non-transferable. Customer must notify Company in writing to cancel Agreement prior to contract expiration date. Company will not refund any unused portion of the contract fee.

Minimum Thermostat Setting. Customer must keep thermostats at a minimum 52-degree setting if the home has not been winterized.

ADDITIONAL TERMS & CONDITIONS: Electronic & Enhanced Electronic Monitoring Programs

Agreement Prerequisites. Customer must have an active internet service for Monitoring Equipment.

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.

Contract Period/Termination. Agreement is annual and self-renewing. Following the initial one-year term, and each year thereafter, the Customer has the right to notify the Company to discontinue the service with a 30-day notice. 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 for removal of equipment. Home Monitoring Service Option 3 contract ends when the monthly contracted period ends.

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.

Additional Limitations on Liability. 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 the delay or failure in service arising in whole or in part from interrupted internet service, such as but not limited to downed cable or telephone lines, nonpayment of service provider's bills, seasonal turnoffs, faulty modems or 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 (i.e. water damage or low/dead batteries, etc.). 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 the Company's sensors.

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; communications lines failure; failure of foreign interconnect equipment; or causes other than ordinary use.

Billable Services and Repairs. The Customer understands that the Home Monitoring equipment electronically monitors the temperature in the building and the fuel supply. The system communicates to the Company via internet lines. 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.

Home Monitoring Services



Snow's
 Fuel Company



\$262*
PER YEAR

OPTION 1 Internet Home Monitoring Service

*PLUS \$124 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.



OPTIONAL ADD-ONS

Additional temp sensors and/or on-site visits can be added to your coverage at your request. See details on reply card.

\$179*
PER MONTH

OPTION 2 On-Site Home Monitoring Service



ON-SITE INSPECTIONS

Two (2) on-site inspections by company personnel will be performed each week. Additional on-site visits can be added to your coverage at your request. See details on reply card.



EMERGENCY SERVICE

Our staff is equipped to make emergency repairs as needed if they notice a problem while at your property.



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.

On-site home monitoring is available separately or as an add-on to Option 1.



SNOWSFUEL.COM

18 Main Street | Lower Level | Orleans, MA 02653
Call (508) 255-1090 | Fax (508) 240-3843



PLEASE SELECT PLAN(S)

- OPTION 1 \$262 PER YEAR*
* PLUS \$124 installation fee
- OPTION 3 \$179 PER MONTH*
* Available as Standalone Service or as an Add-On to Option 1
- Additional On-Site Visit \$49 PER VISIT
Additional Temp Sensors \$46 EACH

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**
- ✓ **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**

