

Customer Care Line

If you have questions or comments regarding the quality of service you receive or to dispute a bill, please contact our National Customer Care Line:

Phone: 1-800-263-7442
Monday through Friday, 8AM to 5PM

Online: www.amerigas.com/contact

Please include your name and account number with any correspondence.

Important Safety Information

Safety information has been or will be supplied in your Welcome Packet. If you did not receive the safety information, please contact us toll-free at 1-800-263-7442 (1-800-AmeriGas) and we will mail or e-mail it to you. Additional safety information is provided at www.amerigas.com/safety. We recommend you regularly visit this website to view those and other important safety warnings. **If you smell propane or experience any adverse propane conditions or safety-related matters, you should immediately evacuate the premises and dial 9-1-1. You should also contact 1-800-AmeriGas. We recommend purchasing a LP gas detector and a Carbon Monoxide detector.**

TERMS & CONDITIONS & PRIVACY

The Company periodically updates its Terms and Conditions of service, website and online access Terms of Use, and its Privacy Policy (collectively "Terms"), which are available on our website www.amerigas.com for your reference. The Company reserves the right to update, revise or add to the Terms, including the applicable prices, rates, fees and charges from time to time without prior notice. Because fees and charges are subject to change, we recommend that you regularly visit our website in order to view our most current Terms, fees and charges.

Optional Residential Pricing and Payment Programs

Certain restrictions apply and not all programs are available in all areas. Please contact us or visit our website at www.amerigas.com for more information on how these programs may work for you.

AmeriGuard is an annual program where a customer may receive a fixed price for a fixed period of time during which the customer is placed on a convenient monthly payment plan.

AmeriLock is an annual program where a customer receives a fixed price for a fixed term.

Convenience Pay/SmartPay Budget Plan is an optional program that allows you to make convenient monthly payments based on your projected annual usage and current market price.

Pre-Buy is an annual program that enables the customer to pre-purchase their gallons at a fixed price.

PAYMENT TERMS AND LATE FEES

You agree to pay the Company's price per gallon and all

fees, rates, and charges on or before the due date indicated on the invoice. If you fail to pay all amounts owed by the due date to the Company, the Company may, unless prohibited by law, add a monthly late charge of 1.5% of the average daily balance or a late charge of \$36.00, whichever is greater. **If you fail to make a payment on your outstanding amount owed, the Company may suspend service and/or place a lock on the Leased Equipment.** If the Company places a lock on Leased Equipment, all amounts outstanding (including the applicable Reconnect Charge) must be paid in full before service will be restored. The Company may at any time require you to pay for propane deliveries or services in advance, to post a cash deposit, or to provide other forms of credit enhancement. The Company may apply any amounts it holds from you, whether a security deposit or otherwise, at any time in whole or in part against the outstanding balance. **Maryland Customers:** If all of the outstanding amount owed is not received within 15 days after it is due, you will pay a late charge of the greater of \$5.00 per month or 10% per month for the part of the outstanding amount that is late for no more than three months, or you will pay up to 1.5% per month of the payment amount that is past due.

Payments by Check

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. Funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

Definitions

APP&S Parts/Fittings – Cost for parts and fittings used in the installation, repair or replacement of propane equipment.

APP&S Service Labor – Cost of service labor for the installation, repair, or replacement of propane equipment.

Bulk Propane – The amount of propane delivered or consumed. Note: This may be a credit if propane was removed from the installation.

Due Date – The date when late charges will be assessed if payment is not received as shown on the front of this invoice/statement under Account Information.

**** Final **** – Indicates that this is your final invoice upon closing your account.

Guaranteed Price Program Early Termination Fee – This is the fee we charge when a Pre-Buy or GPP contract is terminated early.

Invoice Date – The date the invoice was generated.

Previous Balance – Amounts billed previously for which the Company has not received payment.

Settle-Up – For customers on a monthly payment program, the settle-up process occurs on an annual basis. The Company compares the amounts paid by you to the amount invoiced to your account during the term for actual propane purchased, including applicable fees, taxes and charges. If the difference is a credit, your account is credited the difference. If the difference is a debit, the amount is owed to the Company as provided on the invoice.

FEES AND CHARGES

FEES AND CHARGES ARE NOT GOVERNMENT IMPOSED, NOR IS ANY PORTION OF THEM PAID TO ANY GOVERNMENT AGENCY.

Early Termination Fee – You have received certain benefits from the Company in exchange for your service

commitment. If you terminate propane service with the Company prior to the end of the Initial Term, the Company will charge you an Early Termination Fee.

Emergency Delivery Fee – This applies when a customer enrolled in the Will Call delivery option requests a delivery within one (1) day.

Expedited Delivery Fee – This applies when a customer enrolled in the Will Call delivery option requests a delivery within three (3) days or non-emergency service after business hours or on weekends.

Fuel Recovery Fee – This fee, which is assessed for propane deliveries, helps to offset the significant expenses incurred by the Company in fueling its fleet of motor vehicles. This fee fluctuates on a monthly basis as the Company's cost of fuel fluctuates. For updated fuel recovery fee information, please contact 1-800-AmeriGas or visit the Company's website.

HazMat & Safety Compliance Fee – This fee is assessed for propane deliveries and helps to offset the costs the Company incurs to comply with federal, state and local government regulations, such as hazardous materials, homeland security, emergency preparedness, workplace safety, and related administrative costs. It is also used to fund, in part, among other things, employee safety training and inspections, cylinder requalification, and environmental compliance.

Leak Check Charge – This charge is applied when the Company performs a leak check to verify that the propane system does not have a leak. This test is required by law under certain circumstances, which may include: when new piping is installed, if the gas has been turned off, if there has been an interruption of gas service, or if a leak in the system is suspected. Please contact 1-800-AmeriGas for specifics on when a leak check is required and the current charge.

Meter Fee – This fee applies if your propane usage is measured by a Company-owned meter. This fee helps to offset the cost of the meter, meter reading and related administrative costs. The fee also helps to offset the costs otherwise covered by the HazMat & Safety Compliance Fee (as described above), which is not charged to metered customers.

Reconnect Charge – If your tank is locked off by the Company due to nonpayment, this charge will be assessed to remove the lock, perform a leak check and put your propane system back into service.

Returned Check Fee – This fee is intended to cover the deposit return fee assessed by financial institutions and related administrative expenses associated with the return of a customer check for insufficient funds.

Service Dispatch Charge – This applies when a service technician is requested to perform diagnostic or other service work on Customer-owned equipment. This charge is in addition to the applicable charges for actual service work performed and additional charges may be assessed depending upon the nature of the service work required.

Tank Pickup Fee – Upon termination of service, the Company will charge a Tank Pickup Fee to remove any standard above-ground Company-owned tank on your property.

Tank Rent – This fee is the amount charged to customers who are leasing their propane tank and equipment from the Company.

Will Call Convenience Fee – This applies to customers enrolled in the Will Call delivery option and is charged for each Will Call delivery that is not ordered online. Eligible customers may avoid this fee by switching to Automatic delivery or by ordering a delivery online through www.myamerigas.com.

CHANGE OF MAILING ADDRESS SECTION ONLY

Your Account Number: _____

New Address: _____

City: _____

State: _____

ZIP Code: _____

Telephone numbers where you can be reached: _____

Day: () _____

Evening: () _____

Email: _____