



Pricing, Delivery, Service, and Payment Options available to Members of The Energy Cooperative

Rhoads Energy Corporation is a family owned and operated business since 1917. We have been in business for over 92 years and pledge to continue our good service and excellent customer relations. We focus on providing high-quality service at every level: from our management, our technicians, and our customer service team. Rhoads continues to add modern programs and services, but remains a family-owned and operated business based in our community.

*Rhoads Energy also offers a B5 blend (5% pure biodiesel) of **bioheating oil** for the same price as their conventional heating oil!*

Pricing:

- **Floating Daily Rate:** Supplier's price per gallon to Energy Co-op members is set at a fixed margin of **\$0.46** over the average daily wholesale price from the Port of Philadelphia (based on comparable market indices). This price is conveyed to Supplier and posted every business day on the Energy Co-op's website for your reference.
- **Bioheating oil price:** Supplier's price per gallon to Energy Co-op members is set at a fixed margin of **\$0.46** over the average daily wholesale price from the Port of Philadelphia (based on comparable market indices). This price is conveyed to Supplier and posted every business day on the Energy Co-op's website, www.TheEnergy.Coop, for your reference.

Delivery:

- Automatic: based on past usage, supplier will decide when you need a delivery. When you first open an account, the supplier will estimate the time of delivery. For the first few deliveries, you may want to keep your eye on the tank just to make sure you do not run out or get too low.
- Will-call: deliveries will be made on a regular delivery day with 24 hours notice. There is a 150 gallon minimum purchase for will-call deliveries
- Deliveries are made Monday – Friday, excluding holidays. Emergency Service is available 24 hours a day, 7 days a week by calling (800) 673-2423.



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Office Hours:

Monday – Friday, 7:30 am – 4:30pm (October – April)
Monday – Friday, 7:30 am – 4:30pm (May – September)

Emergency Service is available 24 hours a day, 7 days a week by calling (800) 673-2423

Service:

- **Annual Service Contract:** Rhoads offers \$10 off the cost of a service contract to co-op members, bringing the annual cost down to \$209.95, or \$244.95 with tank protector coverage (discount is included). See the Rhoads Energy website for service contract details.
- **Repairs:** \$90.00 for first quarter hour (includes travel time) and \$22.50 for every quarter hour thereafter.
- **Summer Cleaning Only:** \$137.95, plus parts
- **Emergency Service:** Available 24 hours a day, 7 days a week by calling (800) 673-2423.

Payment:

- **C.O.D.:** A payment procedure whereby services are paid upon the delivery of oil or other goods.
- **Credit card:** Upon credit check and approval, members may choose to have deliveries or budget payments automatically charged to a credit card. Supplier accepts MasterCard, VISA and Discover.
- **Standard Billing:** Upon credit check and approval, member is invoiced following a delivery or service and payment is expected to be remitted within 10 days to receive net price.
- **Budget Payment Plan:** A payment procedure whereby the member, in anticipation of using a specific amount of home heating oil over a set period of time pays for this product by making 11 averaged monthly installments established at the onset of that set period.
- **LIHEAP:** Supplier will honor LIHEAP arrangements.



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What is Bioheating Oil?

- Bioheating oil is a blend of pure biodiesel with conventional home heating oil. Blends are designated 'BXX', where XX is the volume percent of biodiesel with conventional heating oil. For example, B20 is 20% biodiesel and 80% heating oil.
- People: Anyone can use bioheating oil. Its use does not require modification to your furnace and can be used in any conventional oil burner
- Planet: Bioheating oil decreases unhealthy air emissions associated with regular diesel, like particulates (soot), carbon dioxide (which contributes to global warming), and sulfur dioxides (which contribute to acid rain).
- National Security: Bioheating oil is American made, helping to reduce dependency on foreign oil, while helping the local economy.