

The 21st Century Energy Group Home Heating Fuel Pre-Buy and Price Cap Plan Terms and Conditions

Home Heating Fuel Pre-Buy Plan

The 21st Century Energy Group is committed to giving you the best value for keeping your home warm. The 21st Century Energy Group's Pre-Buy plan allows you to pre-purchase your home heating fuel for the upcoming heating season at a predetermined price. This ensures that you have locked in that price per gallon for all of your home heat deliveries up to your purchased gallon amount, regardless of how the home heating fuel prices increase or decrease.

Pre-Buy Plan Enrollment Terms and Conditions

Enrollment for The 21st Century Energy Group's home heating Pre-Buy plan opens during the month of July (when we are able to secure a Pre-Buy price) and closes on September 15th of that year, at which time no further enrollments are accepted. Heating fuels which are subject to The 21st Century Energy Group's Pre-Buy plan are #2 Heating Oil and Propane. Kerosene, Blended Fuel, Diesel, and Gasoline are not eligible. A minimum of 500 gallons of #2 Heating Oil or Propane is required for enrollment and there is not a maximum limit to the purchased gallons. Purchased gallons are valid for a period of 2 years (24 months) from the date of purchase with the maximum valid usage date not to exceed the 15th of September 2 years following the purchase date. Payment must be received in full within the enrollment period and plans are not valid until that said payment is received. Additional gallons may be purchased at the Pre-Buy price at that time of purchase after the initial purchase up through the end of enrollment period for that year.

Pre-Buy Plan Usage Terms and Conditions

Beginning the business day following the acceptance of payment for The 21st Century Energy Group's Pre-Buy plan (or September 15th of that year, whichever is earliest) all deliveries for the purchased product will be delivered at the enrolled Pre-Buy plan's price per gallon until the purchased gallon quantity has been reached or the 2 year (24 month) usage period has expired, at which point the regular delivery price at that time will become active. If previous year's Pre-Buy plan gallons are still valid and available, these will be used first, then the current year's purchased Pre-Bu gallons will be effective. If current valid Pre-Buy gallons do not want to be used for a specific delivery The 21st Century Energy Group must be notified and made aware at the time of order placement or within 7 days following the delivery, otherwise the delivery will be made using Pre-Buy gallons and price. Deliveries which exceed the available remaining gallons of a valid Pre-Buy plan will still be made in full. The delivery will be split two ways, the remaining valid Pre-Buy gallons will be used first at the purchased price per gallon, and the remainder of the delivery will be priced at the current regular price per gallon for that product.

Pre-Buy Plan Refunds and Expiration Terms and Conditions

In order for The 21st Century Energy Group to be able to offer a Pre-Buy plan to our customers we must ourselves secure and pre-purchase gallons. These gallons are then stored at our location and guaranteed at the price you purchased them at for the 2 year (24 month) period. Because of this, refunds for enrollment in The 21st Century Energy Group's Pre-Buy plan are limited to; death of the customer, sale of the customer's location, or conversion to another heating source. Request for refunds must be made in writing to the delivery center in which you are serviced within 60 days of one of the above reasons and prior to the expiration of the Pre-Buy active period. Refunds of Pre-Buy dollars are subject to a Cancellation Fee. The Cancellation Fee is based on a tier of the number of gallons remaining. Under 50 gal. is \$10, 51-200 gallons is \$30, 201-400 gallons is \$50, 401-600 gallons is \$75, 601 gallons and greater is \$100. This Cancellation Fee will be automatically deducted from the refund amount. Expiration of purchased Pre-Buy gallons (not used within the 2 year period) are also subject to the Cancellation Fee. Remaining Pre-Buy dollars at the end of the active 2 year (24 month) period will have the above Cancellation Fee deducted and the remaining dollars placed on the customer's general account. The purchased Pre-Buy price per gallon will no longer be valid.

Home Heating Fuel Price Cap Plan

Another valuable home heating plan is The 21st Century Energy Group's Price Cap plan. This is a Pay-Per-Enrollment plan in which the customer purchases into the plan by paying that year's Price Cap entry fee. Purchasing into this Price Cap plan guarantees a certain price per gallon or less for every delivery made during that year's heating season up to 1000 total gallons.

Price Cap Enrollment Terms and Conditions

Enrollment for The 21st Century Energy Group's home heating Price Cap plan opens during the month of July (when we are able to secure a Price Cap price) and closes on September 15th of that year, at which time no further enrollments are accepted. Heating fuels which are subject to The 21st Century Energy Group's Price Cap plan are #2 Heating Oil and Propane. Kerosene, Blended Fuel, Diesel, and Gasoline are not eligible. By purchasing into the enrollment you are accepting and we are guaranteeing that the Price Cap plan price per gallon is the maximum price per gallon that you will pay for any delivery during that heating season (up to the maximum of 1000 gallons), starting on the business day following acceptance of enrollment payment and ending on March 31st of the following year.

Price Cap Plan Usage Terms and Conditions

Enrollment into The 21st Century Energy Group's Price Cap plan guarantees the customer will not be charged more than that year's set Price Cap plan price per gallon for all deliveries (up to a total of 1000 gallons) from the first business day after payment for enrollment is accepted through March 31st of the following year. For each delivery the customer will be automatically charged the lesser of the two prices per gallon; Price Cap plan price or Current day's delivery price. All regular payment terms are effective after the delivery is made.

Price Cap Plan Refunds and Expirations Terms and Conditions

The 21st Century Energy Group's Price Cap plan enrollment fee is not eligible for refunds at any point. The Price Cap plan expires on the 31st of March following the year of enrollment.

By purchasing into either of these pricing plans you are accepting all the Terms and Conditions listed above. If you do not accept these terms please contact the delivery center in which serves you within 15 days in writing that you DO NOT accept the above Terms and Conditions. By contacting us and not accepting these terms and conditions we will terminate your pricing plan and refund any dollar amounts minus the Cancellation Fee for Pre-Buy plans and a \$50 Cancellation Fee for Price Cap plans if NO deliveries have been made under the plan yet.