

Consolidated Gas Pre-Buy Propane FAQ

What is Consolidated's pre-buy propane program, and who can participate?

This program allows you to purchase your propane ahead of time at a fixed price, instead of risking rising costs due to high demand and inflation. Pre-buy season – the time to use your pre-buy gallons – runs from October 2022-March 2023. **Signups are open through September 14, 2022, or while our pre-buy supply lasts.**

How many gallons should I purchase?

We recommend ordering however many gallons you expect to use this winter, based on your previous propane use. We can help you determine a good estimate based on your propane use history, but you have the option to purchase more or less than the recommended amount.

I received my pre-buy letter; why does it show that I had zero consumption last year?

Zero consumption indicates that you purchased propane from Consolidated Gas outside of the traditional winter heating season, but you can still participate in pre-buy this year! Call us if you would like to review your annual propane purchases and see if this program can benefit you.

What if I need more propane than the amount I pre-bought?

You will not be cut off! Any additional gallons you need will be billed at market price.

I am on will-call delivery, do I have to switch to automatic delivery to participate in pre-buy?

No! You can stay on will-call delivery. We have heard requests from our members who want to stay in control of their deliveries during the pre-buy season, and we are happy to announce that we have changed our policy from previous years. Members who are on will-call delivery can stay on will-call during the pre-buy season, instead of switching to automatic delivery.

If you are on will-call, be sure to monitor your propane use and call to schedule a delivery when your tank is at about 30% capacity. Remember, we have a 10-day lead time on propane deliveries. If you run out of propane or if you need a delivery in fewer than 10 business days to avoid running out, your invoice may include a leak test fee and/or a fee for the rushed delivery.

How can I pay for my pre-buy propane?

- Online: After digitally signing this agreement, you will get an email with a link to pay your invoice online and access a copy of your purchase agreement. A valid email address is required to buy and pay online.
- On Paper: If you to make your order on paper, you can complete the form on the other side of this FAQ and return it by mail or stop in the office with a check, cashier's check, or money order.
 - Cash payments must be made at the service counter of our Mount Gilead or Delaware offices. For your safety, we cannot accept cash payments in our overnight drop boxes.
 - Credit or debit card payments can be made with an online purchase, through our secure automated phone system, or at one of our in-office service counters. We accept Visa, MasterCard, and Discover. For your safety, we cannot accept credit or debit card payments by mail or over the phone with a service specialist.

What happens if the price per gallon of propane decreases?

Because pre-buy propane is paid for in advance, your price per gallon will not fluctuate upward or downward. Though it is possible that the price per gallon will decrease during a heating season, the price is far more likely to go up due to increased demand.

What happens if I don't use the entire amount of propane that I pre-purchased?

You will be refunded in the form of a credit to your Consolidated account for any gallons of pre-bought propane not used or delivered by March 2023. We do not offer cash refunds for leftover pre-buy gallons.

If I used less propane than I purchased, can I just put the extra gallons toward next year?

No. The money you paid will remain on your account as a credit, but propane purchases must be renegotiated each year for quantity and price.

How will I know when I've used all my pre-purchased gallons?

If you have non-metered service, our crews will leave a fill slip at your door after each delivery that states the number of gallons that you received. If you have metered service, you can see the number of gallons you have used on your monthly bill. If you use up your pre-buy gallons, any extra gallons that you use (metered accounts) or have delivered (non-metered accounts) will be billed at market rate. Remember, if you have non-metered service with will-call delivery, our minimum delivery is 200 gallons.

If you have additional questions, please call our member services team at 800-421-5863.