

## Consolidated Gas Propane Pre-Buy FAQ

### What is Consolidated's Propane Pre-Buy program, and who can participate?

This program allows you to purchase your propane ahead of time at our pre-buy rate, 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 2024 - March 2025. **Sign-ups are open through September 16, 2024, or while our pre-buy supply lasts.**

### What happens if the price per gallon of propane decreases?

We've got your back! While the price of propane will most likely increase over the Pre-Buy season, we now offer price matching to ensure that you always get our best rate while on Pre-Buy. If our market rate goes down during the Pre-Buy season, we will price match and deliver your gallons at our lower rate.

### 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 email; 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 purchase through pre-buy?

Not a problem! You can order more gallons at our market rate, just like you would outside of the pre-buy season.

### Will my delivery method change when I sign up for Pre-Buy?

No! Members on will-call delivery will stay on will-call delivery, and members on keep-full will stay on keep-full. 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, you may be charged for a leak test and/or an expedited trip.

### How can I pay for my pre-buy propane?

- **Online:** After placing your order, you will get an email with a link to pay your invoice online. A valid email address is required to buy and pay online.
- **Other Payment Methods:** If you prefer not to pay online, you can use any of our convenient payment methods to pay your pre-buy invoice. Visit the "About My Bill" page on our website to see all of our payment options.

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

If you don't use all of your pre-bought propane, your leftover funds will stay on your account as a credit.

### 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 150 gallons.

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