

Dear New Resident:

Welcome to your new home. Lykins Oil Company has serviced your residence in the past. We would like to become your heating oil and propane supplier. We are confident that you will be satisfied with our company and our products.

Enclosed is a list of our services, types of accounts, a credit application, and a heating oil and propane survey. Also, enclosed are two \$25 coupons good toward your first two fill-ups of heating oil or propane.

When requesting automatic fill or budget billing, we must have the tank size and the usage per year; therefore, we ask that you fill out the enclosed survey. We designed this survey to serve you better.

In order to establish a charge account we ask that you fill out and sign the enclosed credit application.

Use the enclosed postage paid envelope when mailing back this completed application and heating oil and propane survey.

If you have any questions concerning this information, please contact Lykins Customer Service Dept. at **(513) 831-8820** or **(800) 875-8820 option 5**.

Sincerely,

LYKINS OIL COMPANY – Customer Service Department



LYKINS HEATING OIL & PROPANE: SERVICES AND PROGRAMS

AUTOMATIC DELIVERY: *A Lykins Premium Service*

We use a computerized system to track your heating needs as well as weather patterns. With this information, we schedule your deliveries. The system works so well, you can be confident of never running out of heating oil or propane. Heating your home becomes worry-free!

WILL CALL: You monitor your usage and call us as needed for deliveries.

SENIOR CITIZEN DISCOUNT: Sixty years of age or older, you are eligible for three (\$.05) cents per gallon discount.

STORAGE TANKS: Lykins can address any of your storage tank needs, sales and installations.

CUSTOMER SERVICE DEPARTMENT: You can place your orders, check on your account, make changes your account, pay your fuel bill, or just simply ask a question. Our skilled and highly trained staff is available and here to assist you.

TREATED PREMIUM FUEL OIL: We treat our fuel with an additive that will assist in protecting your fuel from gelling in the colder months.

LYKINS PAYMENT OPTIONS

BUDGET ACCOUNT (Even Billing): *Note: This is not an option after November 15th.*

1. A calculation is made based on your yearly usage. You pay set monthly payments throughout the year, instead of entire delivery amounts. Payments are due on or before the 15th of each month. A payment booklet is provided for you convenience.
2. Settlement of this account is made in July. Debit balances are due in full by July 15th. Any credit balance can be refunded to you at your request or be automatically rolled over into the next year's heating season.
3. We will pay you interest on credit balances. This is an excellent opportunity to pay ahead.
4. Your account will be reviewed periodically and payments adjusted accordingly.

30-DAY CHARGE: This is designed for the customer who wishes to pay for deliveries but may not be home at the time of delivery. Our driver will leave a copy of the ticket and payment is due in full thirty (30) days from the date of delivery.

CREDIT CARD: This can be handled over the phone at the time the order is placed. We accept VISA, M/C, and DISCOVER.

C.O.D.: Pay the driver or pay in advance of delivery with cash, check or money order.

TANK DISCLAIMER: If you change your tank or tank fill please notify us immediately, so we can update our records. Lykins Oil Company cannot be held responsible for wrongful fills of unused or out of service tanks that were not brought to our attention. If you have an unused or abandoned tank and need our assistance give us a call.

Customer Signature: _____

Date: _____

Lykins Companies
5163 Wolfpen-Pleasant Hill Road
Milford, OH 45150



(513) 831-8820
(800) 875-8820
Fax: (513) 831-1428

Full Name: _____ Date: _____

Address: _____

TYPE OF PRODUCT: #1 Fuel Oil w/Additive #2 Fuel Oil w/Additive Propane Gas
(150 gallons is our minimum delivery at the regular price)

SIZE OF OIL TANK: 275 Gallon 2 - 275 Gallon 550 Gallon 1000 Gallon
 Other, Explain: _____

SIZE OF PRPROPANE TANK: 120 Gallon 250 Gallon 325 Gallon 500 Gallon 1000 Gallon

Installation Charges - Propane Only

REPLACEMENT TANK: If you already have a propane tank from another supplier or had a tank already installed, the charge would be \$55.00 for Lykins to set a new propane tank.

NEW INSTALLATION: If there has never been a propane tank installed, the charge would be \$99.95 with the exception of a 1000 gallon tank which would be \$200.00 for installation.

INSTALLATION FEES INCLUDE: Labor, regulators, blocks, fittings, 10 ft of vapor line (over 10 ft of vapor line \$2.00 per ft), and a gas check to insure that there are no leaks in the system.

TANK RENTAL: All tanks are subject to a tank lease unless owned by the customer.

Tank Size: 120 gal - 325 gal = \$90.00 (Leases are due at the time of set-up. Quarterly payments are available)

500 gal = \$90.00 (unless customer uses over 900 gallons in a year)

1000 gal = \$150.00 (unless customer uses over 1600 gallons in a year)

APPROXIMATE AGE OF TANK: _____ Years Old

TYPE OF PAYMENT: Budget (monthly) 10 Day Account C.O.D. 1000 Gallon
 Credit Card, CC#: _____

SENIOR CITIZEN DISCOUNT: Are you 60 years old or older? YES NO Date of Birth: _____

Note: When discounts are offered only one discount per delivery will be honored.

UNUSED TANKS: Do you have any unused or abandoned tanks on your property? YES NO
If yes please explain: _____

If yes, has the tank and tank fills been property removed to prevent wrong fills? YES NO

TANK AND FILL INFORMATION: Behind House Basement Underground In Garage
 Other - Explain _____

Fill Pipe Outside: YES NO Vent Whistle: YES NO

Do you know of any problems filling your tank? YES NO

Explain _____

TYPE OF DELIVERY: Will Call Automatic

INFORMATION ON AUTOMATIC DELIVERY: Do you have an oil fired water heater? YES NO

Number of rooms in your home? _____

Approximate gallons of oil used: Last year _____ Year Before _____

SPECIAL DELIVERY INSTRUCTIONS: Anything you know that might help us serve you better:

How much oil do you have in your tank at this time? _____

LYKINS OIL COMPANY: CREDIT APPLICATION

Full Name: _____ Date of Birth: _____

Social Security Number: _____ Telephone Number: _____

Present Address: _____

City: _____ State: _____ Zip: _____

How long at present address? _____ years Do you own or rent? _____

Previous address if less than 3 years at present address: _____

Present Occupation: _____ How long: _____ Salary _____ Monthly

Present Employer: _____ Employer Phone #: _____

Other Income: _____ Monthly Source: _____

Name of nearest relative not living with you: _____

Number of dependents: _____

Co-Applicant Name: _____ Date of Birth: _____

Social Security Number: _____ Telephone Number: _____

Present Address: _____

City: _____ State: _____ Zip: _____

How long at present address? _____ years Do you own or rent? _____

Previous address if less than 3 years at present address: _____

Present Occupation: _____ How long: _____ Salary _____ Monthly

Present Employer: _____ Employer Phone #: _____

Other Income: _____ Monthly Source: _____

Name of nearest relative not living with you: _____

Number of dependents: _____

Provide the following information about applicant and, if applicable, about the co-applicant.

Creditor	Address	Acct #	Monthly Pay	Balance
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_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

The Ohio laws against discrimination require all creditors to make credit available to all credit worthy customers and that credit reporting agencies maintain separate credit histories on each individual upon request. The Ohio civil rights commission administers compliance with this law.

The undersigned hereby fully guarantees the payment of this credit extension and agrees to repayment terms and conditions that LYKINS OIL COMPANY may set up, and waives any notice of default regarding credit extensions; whether that credit extension be to an individual, group, proprietorship, partnership, corporation, or dba. You are authorized to check my credit and to release information about your credit experience with me.

Applicant

Co-Applicant

Date

Date