



5923 W. Imlay City Rd.
P.O. Box 66
Imlay City, MI 48444

Fax: 810-724-3330
www.parschoil.com

New Residential Fuel Oil Customer Information

First step in the new customer process is for you to fill out a customer application. Once we have received that information, a credit report is acquired to determine our ability to accept or decline the opportunity to be of service to you.

Once it has been determined we can accept the opportunity to be of service to you, we will schedule a delivery when the homeowner can be at home so that we may inspect your fuel oil tank prior to filling it the first time.

A few things we would like all new customers to know:

- If your fuel oil tank is located in your home, basement or garage, our insurance company requires us to perform an inspection on the tank prior to delivering any product to your tank. If this is the case with your tank, a homeowner needs to be home at the time of your first delivery.
- Your first delivery needs to be paid for at the time of delivery. After your first delivery the terms of your account will be based on your credit report.
- All rental properties are COD unless the landlord is the responsible party for the account.
- We offer a Budget program. Please contact our office for payment details if you are interested.

We offer Keep Fill and Will Call Service:

- Keep Fill service means our drivers will take care of scheduling all your deliveries. You will not need to watch your tank. One delivery, however, does need to be paid for before the next delivery will be made.
- Will Call customers, we ask that you call in for a delivery when your tank reads $\frac{1}{4}$. This allows our drivers time to schedule your delivery without disrupting their normal schedule. If you call for a delivery that cannot be scheduled in and we have to pull a truck off a route, there will be a delivery charge. A delivery may take up to 3-5 business days during peak periods. .