

# How to Read Your New Propane Bill


When you look at your propane bill this month, you'll notice we've made some changes to the format of the bill. We implemented these updates in order to make it easier for you to read your bill and to locate pertinent information each month. Please take a look at the instructions below and on the back of this page to learn how to read your new bill. Feel free to call us if you have any questions!

## Front of the Bill

- 1 Your account info and current due date appear in this box. This box is green for all propane accounts.
- 2 As with the previous bill format, you can find your meter readings, average gallons per day, average cost per day and more here.
- 3 Your current balance, due date, and bill breakdown will appear here.
- 4 If your account is past due, a red Disconnect Notice box will appear here. It will indicate the amount you need to pay upon receipt to get your account back in good standing.
- 5 Your account number and current total balance due are easily accessible in this green box.

## - SAMPLE BILL -

YNN



Tri-County Propane  
7973 E. Grand River Ave.  
Portland, MI 48875-9717

Payments: 1-877-999-3395  
All Other Calls: 1-877-574-2740

**Blanchard Office**  
3681 Costabella Ave.  
Blanchard MI 49310  
www.homeworks.org

**Portland Office**  
7973 E. Grand River Ave.  
Portland MI 48875

**Tri-County Propane Customer**  
123 Any Street  
Anytown, MI 11111-1111

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Beginning Meter Reading		Ending Meter Reading		X 100		36.19 cu ft = 1 gal		Totals	
Date	Reading	Date	Reading	Reading Code	Cubic Ft	Gallons Used			
###		06/09/18	###	###	###.###	###.###			

Average gallons per day	###	# of Days	31
Average cost per day	\$##		

LAST PAYMENT OF \$##.## RECEIVED 06/04/2018

BALANCE FORWARD \$###.##

PROpane CHARGE ##.### GALLONS @ \$#.### \$##.##

METER FEE \$##

MICHIGAN SALES TAX \$##

TOTAL \$##.##

AMOUNT TO PAY IF RECEIVED BY 07/02/2018 \$##.##

AMOUNT TO PAY IF RECEIVED AFTER 07/04/2018 \$##.##

**DUE UPON RECEIPT**

Our Terms Are: Net 10 days. Service Charges (1 1/2% per month) will apply to balances over 30 days. **Outstanding balance must be paid prior to further propane deliveries.**

Return this portion with payment.

**ACCOUNT NAME**  
Tri-County Propane Customer  
123 Any Street  
Anytown, MI 11111-1111

Home Phone: (###) ###-####  
Business Phone: (###) ###-####  
Mobile Phone: (###) ###-####

See back for payment options and address changes.

Account Number	####	
Date	Pay this Amount	
Amount if received by	07/02/2018	\$##.##
Amount if received after	07/04/2018	\$##.##
Amount Enclosed or call 1-877-999-3395		

HOMEWORKS TRI-COUNTY PROPANE  
7973 E GRAND RIVER AVE 11  
PORTLAND MI 48875-9717

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NOTE: Please see the back of this page for directions on how to read the backside of your new bill.



# See below to learn how to read the backside of your new propane bill.

## Back of the Bill

- 1 Like with the previous bill format, you'll be able to find information on how to let us know about any errors or questions about your bill.
- 2 Here, we've added information about SmartHub, our free and convenient account management app.
- 3 You can find information on how to pay your bill here.
- 4 Information about all of our payment options is presented here. If you have any questions about these options, feel free to call us.
- 5 This box helps us maintain up-to-date contact information for you by giving you a space to let us know when you've changed your address or phone number. If your address and/or phone number have not changed, there is no need to enter anything here.
- 6 We've added a box here to allow you to sign up for our voluntary Operation Round Up program. You can check the top box if you'd like to contribute to the fund by simply rounding up your bill to the nearest dollar every month, and the bottom box if you'd like to contribute additional money each month in addition to your round-up amount.
- 7 This new box makes it easy for you to sign up for budget billing and/or paperless billing, if you are interested in either of those options.

## - SAMPLE BILL -

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7973 E. Grand River Ave., Portland MI 48875-9717 Call 8 a.m. - 5 p.m. Monday - Friday  
1-517-647-7621 or toll-free 1-877-574-2740 (FAX 1-517-647-4856)  
Blanchard office: 3681 Costabella Ave., Blanchard MI 49310  
Visit our website at [www.homeworks.org](http://www.homeworks.org) or email us at [propane@homeworks.org](mailto:propane@homeworks.org)  
**For 24-hour emergency service, call 1-877-574-2740.**

**In case of errors or questions about your bill**

If you think your bill is wrong, or if you need more information about a transaction on your bill, write to us on a separate sheet of paper at HomeWorks Tri-County Propane, 7973 E. Grand River Ave., Portland MI 48875-9717 as soon as possible. We must hear from you no later than 30 days after we sent you the first bill on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights.

- 1 In your letter, please give us the following information:
  - Your name and account number
  - The dollar amount of the suspected error
  - Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item you are unsure about.

You do not have to pay any amount in question while we investigate, but you are still obligated to pay the portion of your bill that is not in question. While we investigate your question, we cannot report you as delinquent for non-payment of the amount in question or take any action to collect the amount you question.




Manage your account with SmartHub!

- Make Payments
- Sign up for Autopay
- Track Electric Usage
- Report Outages
- Use Mobile App
- Sign up today at [www.homeworks.org](http://www.homeworks.org)

- 3 **WHEN PAYING BY MAIL**, please mail 7 days before due date to allow for postal handling.  
**WHEN PAYING IN PERSON**, please present both portions of your bill.  
**WHEN PAYING BY CHECK OR MONEY ORDER**, please use blue or black ink.

**Other payment options include:**  
Our offices have 24-hour night depository boxes for safe after-hours payment.  
You can also call our automated system at 1-877-999-3395 to pay by electronic check or credit card.  
Call 1-877-574-2740 to set up automatic payments from your bank account.  
Pay at your own convenience by logging onto <http://ebill.homeworks.org> to pay online by electronic check or credit card.

<ol style="list-style-type: none"> <li>5 Acct # Tri-County Propane Customer Name</li> </ol> <p style="text-align: center;">PLEASE NOTE ANY CHANGES IN YOUR MAILING ADDRESS AND/OR PHONE NUMBER</p> <p>_____ New Address (Street No. and Name or P.O. Box No.)</p> <p>_____ Additional Address Line (if needed)</p> <p>_____ City State Zip</p> <p>_____ New Phone ( ) _____</p>	<ol style="list-style-type: none"> <li>6 <b>Join Operation Round Up</b></li> </ol> <p>When you round up your bill to the nearest dollar, your extra change goes to help your neighbors in need with assistance on their electric bill. Sign up for the easiest good thing you'll ever do.</p> <p><input type="checkbox"/> Yes, I would like to participate in Round Up. ●</p> <p><input type="checkbox"/> I would like to contribute an additional \$ _____</p> <hr/> <p><input type="checkbox"/> I would like to sign up for budget billing.</p> <p><input type="checkbox"/> I would like to sign up for paperless billing.</p> <p><b>GO PAPERLESS</b> </p>
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**If you have any questions about the new bill format, please feel free to call us at 877-574-2740.**