



**INSTRUCTIONS
 on reverse side**

Name _____ Address _____

PROPANE SUPPLIER SURVEY Date Submitted _____

The information you provide on this form will help your Saddleback Directors to compile a summary that will benefit every homeowner in our community.

Please fold and insert this completed form into the RETURN ENVELOPE included with this mailing and DEPOSIT it into the DROP BOX at our MAIL KIOSK, or send it via U.S. Mail if you prefer (stamp required).

Propane Supplier Name _____

Propane Tank Size: 100 Gallon 250 gallon 500 Gallon 1000 gallon Other _____

Years using Supplier _____ Tank Ownership: Supplier You (ask supplier if unsure)

Annual Contract Service Fee _____ Annual Tank Rental Charge _____
 (annual contract service fee and tank rental charge may be combined with some vendors)

Other Charges & fees (Inspection, Installation, certifications, termination-of-service, etc.)

HOMEOWNER PROPANE CHARGES **

Please provide as much information as possible. We need at least **two months of data for each year below**, one in a **high-cost "cold" month** and another in a **lower-cost "warm" month**, to compile a reasonable summary of propane price-volume-season by vendor in our community.

Calendar Year 2019			Calendar Year 2020		
Month	Total Gallons	Price per Gallon	Month	Total Gallons	Price per Gallon
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

** If you require **MORE than five fill-ups per year**, then **your propane tank is definitely too small**, as you will be *paying higher prices for more fill-ups during colder weather!*

ADDITIONAL HOMEOWNER COMMENTS

(Your experience with your current supplier, customer service issues, problems, etc.)

PROPANE SURVEY INSTRUCTIONS

Please provide the information requested on this form to the best of your knowledge. The data will be compiled, summarized and anonymized (stripped of personal info), then distributed to ALL Saddleback homeowners.

The **cost of propane** is directly determined by **seasonal market conditions** for the “raw” material, **distribution efficiency** and **supplier economics**. Propane is an essential commodity (home heating, hot water, cooking) whose **price-per-gallon fluctuates dramatically between summer and winter seasons**. Seasonal variations aside, the “final” end-price YOU pay is mostly determined by economic factors within the distribution network, such as vendor size, efficiency and profit margins. Small propane vendors procure their supply from larger regional distributors and therefore must add a surcharge to remain viable. These are typically small, family-run “Mom-and Pop” operations, whose claimed benefit is “superior customer service.” Unfortunately, this is NOT always the case, as vocalized by several attendees at the last annual meeting -- **some homeowners were paying almost \$1 more per gallon than their next-door neighbor for the exact same product** with little or no “customer service” benefit!

TANK SIZE -- Determines how many fill-ups per year you require, which ultimately determines your **total annual propane cost** based on the **price per gallon in colder versus warmer months**. For example, a 250-gallon tank may need 4 annual fill-ups, versus a 500-gallon tank which needs only two. Better still, a 1000-gallon tank may need only ONE fill-up per year in a warm period where the price per gallon is the absolute lowest, which can be as much as **80 cents-per-gallon less**.

TANK OWNERSHIP and CONTRACT FEES -- Generally resides with your supplier. In most cases, you may be surprised to learn that **YOU DO NOT OWN the TANK that your supplier originally installed**. Instead, they provided the tank at little or no cost to you up front, but charge an “annual rental fee” or sometimes called a “Contract Service Fee” which is intended to recoup their amortized tank purchase cost over several years. Typical installed cost for various tanks sizes: 250-gallon is \$1,200; 500-gallon is \$1,800; 1,000 gallon is \$2,500 Typical tank fees range from \$65 to \$150 per year, which means that you must remain a customer over many years for them to recoup their initial setup expenses. This is why many small suppliers charge a substantial “Contract Termination Fee” if you decide to switch to another vendor for a lower price. To our current knowledge, there is only ONE homeowner in Saddleback who actually owns his propane tank. More information on this entire issue will be made available once the Propane Survey Forms are collected, summarized and distributed.

Copies of this survey form can be downloaded from the SURVEYS link under the DOCUMENTS section on the Saddleback website.