

# MOVING OR SELLING YOUR HOME?



We have anticipated your questions regarding the sale of your home and your propane service with **Eastern Propane & Oil**. This form is designed to guide you through the process of finalizing your account and referring service to the name of the proud new owner or resident.

Please follow these simple steps for a smooth transition:

- 1. Call our Customer Service department at 1-800-523-5237 at least 2 weeks prior to provide your closing date and a forwarding address. We service NH, ME, MA & RI. Be sure to ask if we can provide oil or propane service at your new home!**

*Typically our customers have tanks on their property that are owned by Eastern Propane & Oil, in which case the propane pro-ration is handled by Eastern. Please inform your real estate professional that this should not be included in your closing. It is ideal to refer the new owner or resident to Eastern Propane & Oil at the same time so that we can establish their account and avoid interruption of service. This courtesy is appreciated particularly during the winter months with heating accounts.*

- 2. Our delivery team will arrange to go out to the property to fill the tank(s).**

*By filling the tanks relative to the transaction date, we are able to document how much propane is in the tank at the time of closing. You are not charged for the gallons added. If appropriate, we will transfer the service to the new occupant at this time. If a new resident is not yet secured or they have not yet contacted us, we will simply seal the tanks for later use and close your account. Either way, Eastern will buy back any gallons remaining in the tank as this is propane you have been charged for but have not used.*

- 3. Look for your final statement in the mail.**

*Balances, up to the date of closing, are the responsibility of the account owner. If your final statement shows a balance due, this amount is due within 30 days. If your final statement shows a credit balance, please contact us to verify your correct mailing address and request a refund. Refunds on buyback gallons will be issued only after all outstanding invoices have been satisfied. Should you decide to waive your right to a buyback and give the remaining gallons in the tank to the new resident, this can be accommodated if your request is received in writing and any balance due on your account has been satisfied.*



Propane & Oil Since 1932

PLEASE ALLOW US TO TAKE THIS OPPORTUNITY TO THANK YOU FOR YOUR CONTINUED PATRONAGE.  
WE WISH YOU WELL IN YOUR NEW RESIDENCE.