

## CHOP Frequently Asked Questions for 2013

DATE August 6, 2013

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- 1) If I was registered in the CHOP program last winter, do I need to apply AND pay another \$5.00 registration fee? *No. Your CHOP membership automatically continues.*
- 2) Do I use the same CHOP membership number as last year? *Yes.*
- 3) Can I use the same CHOP oil company as last winter? *Yes, provided they are participating this winter.*
- 4) Will there be service plans on the oil burner equipment in my home as part of the CHOP program? *No, however some CHOP participating oil companies may offer service plans.*
- 5) Are there caps, lock-in-prices, or contracts to sign with the CHOP participating oil companies as a requirement to get the reduced price oil? *No.*
- 6) How do I pay for the oil in the CHOP program? *Check with the participating oil companies once they are announced.*
- 7) Can I get automatic scheduled deliveries in the CHOP program? *Check with the participating oil companies once they are announced.*
- 8) How do I order oil when I need it? *By calling the participating oil companies.*
- 9) How do I verify or check the daily price of heating oil in the CHOP program? *By calling the oil companies directly.*
- 10) Do all CHOP participating oil companies price the heating oil the same? *No. The Town does NOT set the price of the heating oil.*

11) What are my expected savings in the CHOP program? *The Town makes no claims as to potential savings, as this depends on a number of variables in the household. However, the CHOP price range should be a discounted price.*

12) Can I move from one CHOP participating oil company to another? *Yes, at any time.*

13) Am I assigned a CHOP participating oil company? *No, CHOP members select the participating oil company.*

14) Can I come into Town Hall to register for CHOP? *Yes, however it is preferred to register via the mail.*

15) Can I pay for the CHOP registration fee (\$5.00) on-line? *No, either mail check, made payable to the Town of Cortlandt, or bring into Town Hall, Monday through Friday 9 AM to 4 PM.*

16) Once I register and pay the CHOP fee, what happens next? *Within 1-4 business days, you will receive a letter with a listing of the participating oil companies and the all-important CHOP registration number that is used to identify you as a CHOP member when ordering oil.*

### For Participating Oil Companies

Check our Website for a complete list  
([www.townofcortlandt.com/chop](http://www.townofcortlandt.com/chop))

**Note:** Calls for delivery and all arrangements for payment shall be the responsibility of the vendor and Member. At no time shall the Town be responsible for or be held liable to any Member or vendor regarding service and/or payment pursuant to the Plan.