

CHOP Frequently Asked Questions for 2011

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- 1) When will the CHOP program begin for '10-'11? The CHOP program runs concurrent throughout the year. However the participating oil companies will be updated in September of each year.
- 2) 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.
- 3) Do I use the same CHOP membership number as last year? Yes.
- 4) Will there be a mass general mailing to current CHOP members announcing the program for winter '10-'11? No, this website will be the primary notification method.
- 5) Can I use the same CHOP oil company as last winter? Yes, provided they are participating this winter.
- 6) Are there any significant changes in CHOP for this winter? No, the program will operate in this same basic way.
- 7) 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.
- 8) 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.
- 9) How do I pay for the oil in the CHOP program? You should check with the participating oil companies. The CHOP program does not include a payment plan or schedule.
- 10) Can I get automatic scheduled deliveries in the CHOP program? The CHOP program does not include an automatic delivery service.
- 11) How do I verify or check the daily price of heating oil in the CHOP program? By calling the oil companies directly to get their price and/or by

checking this website where we from time to time post the daily price of the CHOP heating oil. The price you should pay is the price of the oil on the day of the actual delivery.

- 12) Do all CHOP participating oil companies price the heating oil the same? The Town does NOT set the price of the heating oil. The companies have agreed to price the oil in a range from thirty to forty cents above the daily wholesale price.
- 13) 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 lower than other retail prices.
- 14) Can I move from one CHOP participating oil company to another? Yes, at any time.
- 15) Am I assigned a CHOP participating oil company? No, CHOP members select the participating oil company.
- 16) If I was not registered in CHOP last winter, what should I do to register for this winter? Check back to this website for registration materials, and read all FAQs above.
- 17) Can I come into Town Hall to register for CHOP? Yes, however it is preferred to register via the mail.
- 18) Can I pay for the CHOP registration fee (\$5.00) on-line? No, either apply by mail or come to the Town Hall, Monday through Friday 9 AM to 4 PM.
- 19) Once I register and pay the CHOP fee, what happens next? You will receive a letter listing the participating oil companies and the all-important CHOP registration number that is used to identify you as a CHOP member.
- 20) How do the participating oil companies know I am a CHOP member? By providing them with your membership number that you will receive when you register.