



RICHARD JOHNSON  
Account # 11593010  
210 WATERFORD CIRCLE  
LUMBERTON NC 28358

Amount Due	\$2,327.25
Date Due	12/18/2024
Invoice Number	24151481
Invoice Date	11/18/2024

## Service Invoice

Service Address: 210 WATERFORD CIRCLE LUMBERTON, NC 28358  
RINNAI RSC199EP

Date	Item Description	Quantity	Unit Price	Amount
11/18/2024	Service Labor Taxable	2.500	0.0000	0.00
11/18/2024	Rinnai RSC199EP Tankless Water Heater	1.000	2,175.0000	2,175.00
11/18/2024	NC Robeson CO			48.94
11/18/2024	NC Sales Tax			103.31
			Amount Due	\$2,327.25

## Other Information

11/18/2024 - Technician: Christopher Ward - Work Performed: Appliance Sale - APPLIANCE SOLD AND INSTALLED

### Other Ways to Pay

Online: [lumberriverpropane.com](http://lumberriverpropane.com)  
Pay by Phone: 855-804-3835

### Need Help?

Your Local Office: 910-536-1203  
Toll-Free (24 hr.): 855-804-3835  
Online: [lumberriverpropane.com](http://lumberriverpropane.com)

▼ Please detach and return this bottom portion with your payment. ▼



Lumber River Propane  
101 Warwick Mill Rd.  
Lumberton NC 28358

Amount Due	\$2,327.25
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Pay online or schedule deliveries at [lumberriverpropane.com](http://lumberriverpropane.com)

RETURN SERVICE REQUESTED

33-0.0000 0000M7CF4GNC 1/1 BIN:1 0-67  
RICHARD JOHNSON  
210 WATERFORD CIRCLE  
LUMBERTON NC 28358-8334



Superior Plus Propane  
PO BOX 981045  
BOSTON MA 02298-1045



00115930100024151481000023272500002327252

AUTOMATIC DELIVERY DOES NOT GUARANTEE THAT YOU WILL NOT RUN OUT OF FUEL IF CONSUMPTION OR OTHER CONDITIONS CHANGE. PLEASE NOTIFY OUR OFFICES IMMEDIATELY OF ANY FUEL USAGE PATTERN CHANGE IN YOUR HOME OR BUILDING. DO NOT LEAVE YOUR HOME OR BUILDING UNATTENDED DURING FREEZING WEATHER. AUTOMATIC DELIVERY IS SUSPENDED IF YOUR ACCOUNT BECOMES DELINQUENT. WE WILL ATTEMPT TO CALL YOU PRIOR TO YOUR DELIVERY DUE DATE TO NOTIFY YOU OF THE SUSPENSION.

#### **INVOICES AND STATEMENTS**

**TERMS:** PAYMENTS FOR DELIVERIES AND SERVICES ARE DUE WITHIN 30 DAYS AFTER THE INITIAL DELIVERY DATE, UNLESS OTHERWISE SPECIFIED IN WRITING. PAYMENT TERMS MAY BE CHANGED IF YOUR ACCOUNT BECOMES DELINQUENT AND MUST BE COMMUNICATED TO YOU IN WRITING.

**SERVICE CHARGE:** A SERVICE CHARGE, WHEN ASSESSED, WILL BE APPLIED ON THE INVOICE AMOUNT NOT PAID WITHIN TERMS. THE SERVICE CHARGE IS COMPUTED AT A PERIODIC RATE OF 1% PER MONTH OR .0329 DAILY AND IS APPLIED TO THE PAST DUE BALANCE. WHEN A SERVICE CHARGE IS IMPOSED, THE MINIMUM CHARGE IS \$.50.

**RETURNED CHECKS:** A \$20.00 CHARGE WILL BE ASSESSED FOR EACH RETURNED CHECK.

#### **BUDGET PLANS**

BUDGET PLANS ARE AVAILABLE UPON REQUEST. BUDGET PLANS ARE DESIGNED TO ESTIMATE YOUR ANNUAL HEATING COST AND FORMULATE A MONTHLY PAYMENT THAT WOULD SATISFY YOUR ESTIMATED ANNUAL HEATING COSTS BY THE END OF EACH HEATING SEASON. FOR MORE DETAILS PLEASE CONTACT OUR OFFICE.

#### **SUMMARY OF BILLING RIGHTS IN CASE OF ERRORS OR QUESTIONS REGARDING YOUR BILL**

IF YOU WISH TO DISPUTE A BILL OR IF YOU REQUIRE MORE INFORMATION OR DOCUMENTATION ABOUT A TRANSACTION ON YOUR BILL, WRITE TO US ON A SEPARATE SHEET OF PAPER AND MAIL IT TO THE DISPUTE ADDRESS NOTED ON THE FRONT OF THIS DOCUMENT. WE MUST HEAR FROM YOU NO LATER THAN SIXTY (60) DAYS AFTER THE FIRST BILL CONTAINING THE DISPUTED AMOUNT WAS SENT TO YOU. YOU MAY TELEPHONE US TO RESOLVE THE DISPUTE HOWEVER DOING SO WILL NOT PRESERVE YOUR RIGHTS.

YOUR LETTER OF DISPUTE MUST INCLUDE YOUR NAME, ADDRESS, ACCOUNT NUMBER, AND A DESCRIPTION OF THE BILLING ERROR.

WE MUST ACKNOWLEDGE YOUR LETTER WITHIN THIRTY (30) DAYS, UNLESS WE HAVE CORRECTED THE ERROR BY THEN. WITHIN NINETY (90) DAYS, WE MUST EITHER CORRECT THE ERROR OR EXPLAIN WHY WE BELIEVE THE BILL WAS CORRECT.

AFTER WE RECEIVE YOUR LETTER, WE CANNOT TRY TO COLLECT ANY AMOUNT YOU DISPUTE, OR REPORT YOU AS DELINQUENT. WE CAN CONTINUE TO BILL YOU FOR THE AMOUNT YOU QUESTION, INCLUDING SERVICE CHARGES, AND WE CAN APPLY ANY UNPAID AMOUNT AGAINST YOUR CREDIT LIMIT. YOU ARE NOT REQUIRED TO PAY ANY DISPUTED AMOUNT WHILE WE ARE INVESTIGATING BUT YOU ARE STILL OBLIGATED TO PAY THE PARTS OF THE BILL THAT ARE NOT IN DISPUTE.

IF WE FIND THAT THE MISTAKE WAS OURS, YOU WILL NOT HAVE TO PAY ANY SERVICE CHARGES RELATED TO THE DISPUTED AMOUNT. IF IT IS DETERMINED THAT THERE WAS NO MISTAKE MADE, YOU MAY HAVE TO PAY SERVICE CHARGES, AND YOU WILL BE REQUIRED TO MAKE IMMEDIATE PAYMENT OF THE DISPUTED AMOUNT WITHIN THE ORIGINAL TERMS.

IF YOU FAIL TO PAY THE AMOUNT IN DISPUTE, WE MAY REPORT YOU AS DELINQUENT. IF OUR EXPLANATION OF THE DISPUTED AMOUNT DOES NOT SATISFY YOU, YOU MUST INFORM US IN WRITING WITHIN 10 DAYS OF OUR NOTIFICATION. IF WE REPORT YOU TO A COLLECTION AGENCY, WE MUST NOTIFY THE AGENCY THAT THE AMOUNT IS DISPUTED AND WE MUST TELL YOU THE NAME OF THE AGENCY.

IF WE DO NOT FOLLOW THESE RULES, WE CAN NOT COLLECT THE FIRST \$50.00 OF THE DISPUTED AMOUNT, EVEN IF THE DISPUTED AMOUNT WAS CORRECT.

DISPUTES ABOUT QUALITY OF GOODS AND SERVICES ARE NOT "BILLING ERRORS", SO THIS DISPUTE PROCEDURE DOES NOT APPLY.

WHEN YOU PROVIDE A CHECK AS PAYMENT, YOU AUTHORIZE US EITHER TO USE INFORMATION FROM YOUR CHECK TO MAKE A ONE TIME ELECTRONIC FUND TRANSFER FROM YOUR ACCOUNT OR TO PROCESS THE PAYMENT AS A CHECK TRANSACTION. WHEN WE USE INFORMATION FROM YOUR CHECK TO MAKE AN ELECTRONIC FUND TRANSFER, FUNDS MAY BE WITHDRAWN FROM YOUR ACCOUNT AS SOON AS THE SAME DAY WE RECEIVE YOUR PAYMENT, AND YOU WILL NOT RECEIVE YOUR CHECK BACK FROM YOUR FINANCIAL INSTITUTION.

SUPERIOR PLUS REQUIRES THAT ANY AUTOMATIC DELIVERY CUSTOMER WISHING TO TERMINATE THEIR ACCOUNT MUST DO SO IN A WRITTEN FORMAT IN ONE OF THE FOLLOWING MANNERS:

**\*CERTIFIED MAIL SENT TO:** SUPERIOR PLUS PROPANE, 1870 S. WINTON ROAD, ROCHESTER NY 14618

THE EFFECTIVE DATE OF THE REQUEST WILL BE CONSIDERED TO START ON THE DAY THE CERTIFIED LETTER WAS SIGNED FOR BY SUPERIOR PLUS.

**\*EMAIL THE REQUEST TO:** [accountcancellation@superiorpluspropane.com](mailto:accountcancellation@superiorpluspropane.com)

THE EFFECTIVE DATE WILL BE CONSIDERED TO START ON THE DAY THE EMAIL WAS SENT.

YOUR EMAIL MUST INCLUDE YOUR ACCOUNT NUMBER AND FULL BILLING ADDRESS INCLUDING PHONE NUMBER

**\*FAX THE REQUEST TO:** 866-357-4558

THE EFFECTIVE DATE WILL BE CONSIDERED TO START ON THE DAY THE FAX WAS SENT.

YOUR FAX MUST INCLUDE YOUR ACCOUNT NUMBER AND FULL BILLING ADDRESS INCLUDING PHONE NUMBER

TELEPHONE CANCELLATION REQUESTS WILL NO LONGER BE ACCEPTED AND THE ACCOUNT WILL NOT BE CONSIDERED TERMINATED UNTIL A WRITTEN REQUEST

#### **BILLING INQUIRIES AND DISPUTES ADDRESS:**

Superior Plus Propane  
PO BOX 981045  
BOSTON MA 02298-1045  
DvID: 6402

#### **YOUR LOCAL SERVICE CENTER**

Lumber River Propane  
101 Warwick Mill Rd.  
Lumberton NC 28358  
910-536-1203

## Did you know you can access your account online?

Enjoy the convenience of online bill payment and delivery scheduling at [lumberriverpropane.com](http://lumberriverpropane.com)

### Manage Your Account

Register for our Customer Portal and manage your contact information, view pending deliveries, and enroll for text messages. You will also be among the first to hear about exclusive offers and promotions!

### Make Payments

Our Customer Portal provides secure access to your account. Set up automatic or one-time payments online with a credit card or electronic funds transfer (EFT) for quick and easy online payments.

### View Fuel Levels

Manage your account with a single dashboard. View your tank information and fuel levels night or day, whenever it's convenient for you.

For more information about billing, rates, and charges, please visit [lumberriverpropane.com](http://lumberriverpropane.com)