



Newsletter

Winter 2016 –2017

www.communitycoops.com



OUR OFFICE STAFF !

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Annual meeting: March 30, 2017 1:30 pm Lake Park Legion

GENERAL MANAGER UPDATE

As we bring 2016 to a close and prepare for 2017 we reflect on our successes and prepare to make our improvements on serving the members of Community Co-op. In December, we were dealt a tough blow with a fire at our station in Flom. The front part of the building is a total loss and the shop area sustained some damage but it is repairable. This fire did more than just burn down a building it has negatively impacted a community who has been strong supporters of this location and relied on it to serve some important every day needs. The board of directors and myself are currently working with the insurance company and will be meeting with the residents of the Flom community and surrounding area to determine what is the best course of action at this location to serve our members. I would also like to thank all of our members of Community Co-op for their business in 2016 and we look forward to earning your business and serving you in 2017.



A gift to Hospice of the Red River Valley is more than a donation, it's comfort, dignity, respect and relief. This year the customers of Community Co-ops raised \$5275. Total dollars raised in the four years of the campaign is an amazing \$21,131. Sheri Kaiser presented the check to Jane Bartholomay, from Hospice of Red River. Thanks to all.

STOCK AND DIVIDEND PAYOUTS !

Birthdates are required in order to pay out stock based on birth year.

Contact Cathy Qualley in our Lake Park office if you are unsure we have the information on file.

It is also very important to make sure we have your current address at all times for future stock or dividend payouts even if account is closed.



Note: accounts are tied to main account holder social security #, accounts cannot be changed automatically. Please call for more information if this should be needed.

Monthly Statements

Monthly statements are furnished for all charges to your account. The closing date for the billing cycle is the last day of the month. Payments received by the last day of the month will be credited to your account before statements are printed. Payment is due upon receipt of the statement, our terms are net 15 days for payment. Any balance not paid by the 15th is subject to an ANNUAL finance charge of 18%. Bulk fuel deliveries will be due within 10 days of delivery to receive the .10 gallon discount. **Please return the top portion of your statement with your payment.**

Tank Leases

All leased tanks require an agreement. We are finishing a complete review of tank leases. If you received an updated lease, please sign and return to us as soon as possible to bring your account up to date. Tank leases are billed at the end of the lease year. When you receive a statement for your tank lease this amount reflects the lease for the prior year. Revised leases will be sent for signature as needed

When Ordering Propane or Fuel

When an order for propane or fuel is requested, your order is entered into a routing database the drivers use to receive their orders. They set their own delivery routes and delivery will occur within 5 business days. There are times during the year when the demand is very high so it is important to let us know what percentage your tank is at when you call in. This is a busy time of year for deliveries and the delivery list is usually full, so please monitor your tank level closely to avoid any of the additional delivery fees listed below. Planning ahead can avoid costly delivery fees.

Please make sure there is a clear path to your tank to avoid delivery delay.

After hours or out of gas = \$250 Same day delivery during business hours = \$150

NOTE: 3 Out of Gas Deliveries = removal of leased tank or discontinuance of service to an owned tank.

NOTICE: Selling or Purchasing Property

When selling your property, or if you have purchased a property, and you have a leased or owned tank that receives propane deliveries from Community Coop, new owners will need to set up an account under their name so we can move the tank from your account to the new owners. Please call to request paperwork be sent to apply for new account.



CASH DISCOUNTS

When you receive a fuel or propane delivery, the driver will leave you a ticket or it will be mailed to you from the office the next day. If a cash discount is available, the amount will appear as the second amount at the bottom with an "if paid by date". Cash discount is received if paid within 10 days of delivery, with either cash or check. **Credit card payments are not eligible for the cash discount.**

The delivery ticket does not reflect any available credit on your account. The ticket is left merely as a receipt to show the cash discount price if paid within 10 days. If you have a credit on your account and receive a delivery, a discount may be missed, especially when the delivery is being taken off a credit on an account. If you see that the discount has been missed, please call us so we can adjust your account. **Please return the top section of your statement with your payment .**

NATURAL GAS

This has been a busy year for our natural gas department. In addition to Mahanomen and Twin Valley, we have added Fertile, Beltrami and Red Lake Falls to the towns that we serve with natural gas. Duane Schouveiller was added to the sales team this year in order to keep up with sales calls. We have a full time natural gas technician starting the first of the year in order to better serve our growing trade territory. We look forward to working with everyone in the upcoming year and thanks so much for your patronage! Call our Mahanomen Office if you are interested in Natural Gas availability in any of the listed communities or to see if you are eligible for natural gas service.

DUANE SCHOUVEILLER in our Mahanomen office will be retiring at year's end after 42 years of service. We may see him back on a limited basis next Summer, helping with natural gas and fuel sales. We thank him for his years of service and wish him well !

BOB FOLSTROM is our new bulk fuel driver in Mahanomen. Bob started with us this past May. He took over Duane Schouveiller's position on the bulk fuel truck. He has done a great job and we are glad to have him as part of our team. Bob comes from a construction background, which has made for a smooth transition to the fuel truck. He lives near Gonvick, MN with

Changes to our C-Stores have been implemented:

All of our C-stores have been reset with a new grocery supplier and we have many new products. With the new supplier comes cheaper prices. We will have monthly grocery specials starting In January. For example, we will have bread for .99 cents every day! Great pricing on milk, eggs, butter, etc. We will also have ground beef, steaks, chops and roasts along with apples, oranges and bananas. We want to reduce the number of stops and save our customers time and money at the same time.

BULK FUELS

If you would like to receive market updates, email Starkey at shawns@communitycoops.com. These updates will keep you informed of market changes, current crude and DSL pricing, future contract pricing and market opinions and other news that may affect your bottom line. These will be sent out on a weekly basis, more often when there is a changing market.

LUBRICANTS

LUBRICANTS: Full line of Premium Cenex Lubricants and Fleetguard Filters.
DEF: Available in 55 gallon drums of 275 gallon totes.

TPP WARRANTY PROGRAM:

Cenex Total Protection Plan: A small investment to make in exchange for valuable peace of mind. Please contact Sherwood Nelson at 218-850-1027 if you are interested.

