



## Propane Safety & Out of Gas Policy

Our goal is to provide propane to you in the safest possible manner. According to the experts, most L.P. gas accidents are a result of running out of L.P. gas. This is a huge safety issue. Unfortunately, there may be times when you unexpectedly run out of L.P. gas. This could create an unsafe environment for both you and our delivery drivers – especially if these emergency deliveries occur late at night.

If you are out of gas when our driver gets to your location, according to state and national codes it will be necessary for us to pressure test your system to ensure that it does not have any leaks. The charges for these services are as follows: \$100.00 for Pressure test.

1. If you are on our Automatic Delivery system, there are no charges.
2. If you are on a call-in basis and call the office before 2:00 PM for a delivery needed the same day, there may be a \$75.00 delivery charge plus the pressure test if out of gas. \$175.00 total fee.

If you are on a call-in basis and your call comes in after hours, weekends or after 2:00 PM for a delivery needed the same day, the charge increases to \$100.00 plus the pressure test if out of gas a \$200.00 total fee. In both cases, you need to be home so we may perform the necessary tests and return your system to operation by lighting the pilots.

**If leaks are found beyond the low-pressure regulator, the driver will shut down the system and “red tag” it until a qualified technician has made the repairs.** The system cannot be legally restarted until the unsafe condition has been repaired. Repairs needed within the home, or generally anything beyond the low-pressure regulator, are the responsibility of the owner. You will be advised of the situation if you are at home, and we will try to contact you in another manner if you are not at home.

If you refuse the testing or relighting of your propane system and appliances, we will not deliver the gas. For safety reasons, we highly recommend that you have the test performed and the pilots lit by a trained and certified professional.

**If you are on a call in and/or C.O.D basis and run out of gas three times within a 24-month period, we will refuse service and remove any supplier owned tanks.** Three strikes and we are out. We are implementing this policy and will enforce it for safety and insurance reasons. It's not that we don't want the business, but there are some accounts that we cannot afford to service due to the costs and safety risks involved. **Please watch your tank level and call in early for L.P. gas.**

**Thank you for your business!** We hope to continue to provide the warmth and comfort that you need in the safest manner possible.