

OUT OF GAS POLICY

To our valued customers:

We want to inform you of our policy for servicing customers who have run out of LP gas. We realize there may be times when you may unexpectedly run out of gas; however, this can cause the running of irregular delivery routes which reduces our ability to provide timely and efficient service to our customers. Additionally, we want to provide a safe working environment for our delivery personnel and out of gas or late-night deliveries can be hazardous especially in inclement weather. We are in the business to serve your needs (emergency deliveries will be made when needed), but our objective is to serve you and provide a safe working environment for our employees. In our attempt to provide you with safe and cost-effective propane gas, we have developed a company Out of Gas Policy in accordance with the national codes.

In the event of an out of gas situation, we will follow the established procedures of the National Fuel Gas Code to assure your safety. If your propane tank runs out of fuel:

- **Close service valve on tank.**
- **Shut off all appliance valves.**
- **Call us and report the problem.**

Upon our arrival, we will do the following according to the National Fuel Gas Code:

System and Equipment Leakage Test

- **Before turning gas on:** Before gas is introduced into the system, the entire system will be inspected to determine that there are no open fittings or ends and that all manual valves at outlets on equipment are closed and all unused valves at outlets are closed and plugged or capped.
- **Test for leakage:** Immediately after turning on the gas, the piping system will be tested to ascertain that no gas is escaping. If leakage is indicated, the gas supply shall be shut off until necessary repairs have been made.
- **Placing equipment in operation:** Gas utilization equipment will be permitted to be placed in operation only after the piping system has been tested and determined to be free of leakage and purged in accordance with codes.

It is imperative that you are home so that we can check the entire system and relight all pilot lights.

Because of the complexity and time involved in properly servicing out of gas situations, as well as the safety issues with having drivers out late at night, the following policies and charges will be adopted. **(Does not include automatic fill customers.)**

- There will be a \$150.00 fee for the first occurrence, and \$250.00 thereafter to cover required leak check for "out of gas calls".
- Calls for service with less than 24 hours notice or weekend service calls, there will be an additional \$100.00 fee.

***NO FEES WILL BE CHARGED TO OUR KEEP FULL
OR AUTOMATIC DELIVERY CUSTOMERS.***

To avoid the hassle of watching your tank and eliminate worries of running out of fuel, please consider using our automatic delivery service. Please call our office if you have any questions, (877) 963-2392.

Thank you for your business and cooperation in this matter!