



PO Box 249  
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## Out of Gas Policy

To our valued customers:

Our goal is to serve you while also providing a safe working environment for our employees. Out of gas situations can pose a safety risk to all parties involved. Unfortunately, we realize there may be times when you unexpectedly run out of gas. If you experience such a situation, you should:

1. Close the service valve on the propane storage tank;
2. Shut off all appliance valves; and
3. Call your propane supplier immediately

Be aware that our delivery drivers schedule their deliveries in advance to maximize efficiency, minimize operating costs, and keep gas costs at a minimum. Therefore, if you run out of gas, you may experience a delay before our technicians can place you into the delivery schedule.

**Under these circumstances, it is imperative that you be at home so we are able to check the entire gas system for leaks and relight the pilots.** If we arrive and no one is home or instructions to get into the house we **WILL NOT** fill your tank. A return trip will result in an additional charge.

The following charges apply in Out of Gas situations:

1. Customers on a “keep full delivery” with a current account or current budget account: no charge.
2. Customers on “will call” or COD, or if a keep full or budget account is delinquent: Account needs to be paid in full before delivery, if you are cash customer you need to be there with money.

\$ 35.00 per trip during regular working days (Monday-Friday) 8:00 AM – 5:00 PM  
\$ 75.00 per trip after 5:00 PM, and on weekends  
\$ 100.00 per trip charge on Holidays

**FEES DUE AT TIME OF DELIVERY AND PRIOR TO FILLING TANK.**