



# *Selph's Propane, Inc.*

## Company Policies

**ODORS:** When propane tanks are becoming empty, they begin to emit an odor. If you smell gas odors, check your tank to see if it is getting low. If it is not low, turn the gas off at the tank by turning the valve to the right (clockwise) and notify Selph's Propane, Inc, immediately. Do not re-enter the premises until a qualified service technician or emergency responder determines it is safe to do so.

**REGULAR ROUTE CUSTOMERS:** On route deliveries are made once per month on a schedule determined by Selph's Propane, Inc. If your account becomes 30 days or more past due, no deliveries will be made until balance is paid in full or payment arrangements have been made (see PAST DUE ACCOUNTS). If you chose to become a will call customer, you must call our office to make this change. Changes **can not** be made through the delivery driver.

**WILL CALL CUSTOMERS:** A will call account means we do not automatically deliver propane. You must call our office to schedule a delivery. We require that you call a minimum of 3 business days in advance so we may work your delivery into the route schedule. In the event that your tank runs empty, we will be required to preform a Leak Test (see OUT OF GAS).

**MINIMUM DELIVERIES:** Minimum delivery is 100 gallons.

**SPECIAL DELIVERIES:** Any delivery that is not made during business hours will be charged a special trip fee of \$100.00. This fee must be paid to the driver at the time of delivery. During business hours calls that are received less than the 3 business day minimum will also be subject to a special trip fee of \$55.00. In the event the tank runs empty, you will also be charged for a Leak Test (see OUT OF GAS).

**OUT OF GAS:** Due to Federal Regulations, we are required to preform a Leak Test on tanks that have run completely empty. This test is preformed at the tank which tests the line and shutoff valves on the appliances in the home. There will be a labor charge of \$35.00 for this test. In the event your system does not pass the Leak Test, you will need to schedule a full Gas Safety Check with our office (see SERVICE).

**SERVICE:** We charge \$55.00/hour with a 1 hour minimum for service calls. We offer one Gas Safety Check per residence at no charge, but additional Gas Safety Checks are billed at the hourly rate. Service work is only preformed outside the structure. For appliance repair and indoor service work, you must call a plumber or heating specialist.

**RENTAL TANKS:** Rental tanks include the propane tank, regulator and blocks. Our tanks represent a substantial investment. These investment costs are usually covered by a combination of tank rental charges and profit from the propane sold through them. If a customer uses less than the tank capacity in one and a half months in the winter, then Selph's Propane, Inc. may downsize the tank to a smaller size. We do not rent tanks for storage purposes.

**TANK RELOCATION:** Rental tanks may only be moved by Selph's Propane, Inc. If you would like to have your tank relocated, please call our office and arrangements will be made.

**SNOW:** Customers are required to have their driveways cleared to a width sufficient for the delivery truck to enter (a minimum of 8 ½'). Paths need to be cleared to the tank when snow depths reach 1 foot or higher. If you are not capable of clearing a path, please call our office and arrangements can be made. Selph's Propane, Inc. is not responsible for failure to deliver propane due to conditions beyond the companies control.

**DRIVEWAYS:** We are not responsible for damage caused by delivery trucks. If you are aware of any conditions regarding your driveway, please let us know in advance.

**RENTAL PROPERTIES:** Property owner must notify Selph's Propane, Inc. of changes in tenancy and inform the company of the tenants name, current telephone number and date on which the tenant plans on taking occupancy. The property owner also agrees to provide the tenant with a current copy of the Selph's Propane, Inc. Company Polices.

**TENANTS:** Credit cannot be extended to customers renting or leasing their dwellings unless (1) a deposit is received or (2) an application for credit has been completed. Credit will be extended up to the amount of the deposit or the tenant may charge to an account with prior credit approval (Selph's Propane, Inc. obtains credit reports provided by Trak-1, a consumer credit reporting agency). Upon termination of the account, any deposit remaining will be refunded. If a deposit is not received, deliveries must be paid for before the delivery can be made. You may pay the office, the driver or leave a check under the propane tank lid. It is not the responsibility of Selph's Propane, Inc. to reimburse tenants for fuel left in the tank; tenants should refer to the lease agreement with the property owner.

**PAYMENT METHODS:** Customers with approved credit may open a charge account. We accept cash, check and credit cards (Visa, Mastercard and Discover). Accounts that fall 120 days past due will no longer be allowed to charge to an account without a deposit.

**POST-DATED CHECKS:** Selph's Propane, Inc. will accept post dated checks.

**PAST DUE ACCOUNTS:** Deliveries will **NOT** be made to past due accounts until the balance due has been paid. Should you not be able to pay the balance due, you must make a payment. Half of this payment will be applied to the past due balance and the other half towards the new delivery. A finance charge of 1.5% per month will be automatically applied to balances not paid before the next billing cycle. Statements are typically run on the last day of the month and are due around the 15th of the next month (holiday and weekend dependant). This policy applies to all accounts. Selph's Propane, Inc. and government programs are offered to help customers budget their propane needs. You may obtain additional information from our office.