

JEC Propane Company Policies

ODORS: When propane tanks are becoming empty, they begin to emit an odor. If you smell gas odors, turn the propane tank(s) off and call JEC Propane immediately for service.

KEEP FILL CUSTOMERS: On route deliveries are determined by the customer's appliances and usage. Billing is 30 days from the date of delivery. No deliveries will be made until balance is paid in full or payment arrangements have been made (see **PAST DUE ACCOUNTS**). The customer may call in the percentage if the tank is reading around 20%. If you choose to become a Call-In customer, you must call our office to make this change. Changes cannot be made through the delivery driver. In the event that your tank runs empty, we will be required to perform a Leak Test. You will not be charged for this unless you run out due to a constant use of a firepit, generator, or pool heater (see **OUT OF GAS**).

CALL-IN CUSTOMERS: A Call-In 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 or when the tank is at 20% so we may work your delivery into the route schedule. In the event that your tank runs empty, we will be required to perform a Leak Test (see **OUT OF GAS**).

MINIMUM DELIVERIES: Minimum delivery for propane is 100 gallons. Minimum fills for propane, please call the office.

SPECIAL DELIVERIES: Any delivery that is not made during business hours, the customer will be charged a special trip fee of \$125.00. 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 \$95.00. 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 perform a Leak Test on tanks that have run completely empty. This test is performed at the tank and tests the line & shutoff valves on the appliances in the home. There will be a labor charge of \$95.00 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.

SERVICE: We charge \$85.00/hour with a 1 hour minimum for service calls. Gas Safety Checks are billed at the hourly rate. New customer are not charged for the 1st Gas Safety Check.

RENTAL TANKS: Rental tanks include the propane tank, regulator and blocks. For any rental charges billed to a customer, there is a 30 day grace period. If balance is not paid, JEC Propane will do a courtesy call, and or email reminding customer of balance. If not paid after the 60 day mark, the tank will be picked up. No refunds of any kind are given if rental charge is not paid and tank(s) are picked up.

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

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 JEC Propane 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 tenant must call our office to set up an account.

TENANTS: Credit cannot be extended to customers renting or leasing. Renters are Call-In and C.O.D. only. Payment is due the day of delivery. You may pay the office, the driver or leave a check under the propane tank lid.

PAYMENT METHODS: We accept cash, check and credit Cards (Visa, MasterCard, AMEX, and Discover).

PAST DUE ACCOUNTS: Deliveries will NOT be made to past due accounts until the balance due has been paid. Call our office for more information.

SERVICE AGREEMENT: For all new propane customers, a service contract must be signed by the day of installation. Customer agrees to stay with JEC Propane for a period of at least (1) year. If customer chooses to cancel the agreement, there will be no refunds issued for gas in tank(s). Discontinuation of service will result in a labor charge at the regular rate to pick up the tank(s).

CUSTOMER OWN TANK ACCOUNTS: Normally all these accounts are on a Call-In/ C.O.D basis (See Call-In Customers and Out of Gas) because payment is always due the day of delivery. If customer wants to be on automatic delivery, payment arrangements must be made with the office.

RETURN CHECKS: Check returned for NSF or for other reasons, will incur a \$25.00 fee.