



PO Box 630  
120 S Broadway  
Pelican Rapids, MN 56572  
P. 218-863-2811

## OUT OF PROPANE POLICY

### To our valued customers:

We want to inform you of our policy for servicing customers who run out of propane. We are in business to service you and provide a safe working environment for our employees. Unfortunately, we realize there may be times when you unexpectedly run out of propane. This can create an unsafe environment for both you and our delivery drivers, especially if these emergency deliveries occur late at night. In addition, our drivers run regular routes to maximize their efficiency and minimize operating costs, which keeps our propane costs to our customers competitive. **Customers who run out of propane may experience a long wait before the delivery driver can bring propane to your location.**

**To avoid outages please call to schedule a delivery when your tank is between 20% and 30%.**

If you experience a situation where you run out of propane, you should:

1. Close the service valve on the propane storage tank.
2. Shut off all appliance valves.
3. Call us immediately. If your call is after hours, call the convenience store at 218-863-2811 and they will contact a driver.

**It is imperative that you be home so we can check the entire propane system for leaks and light all pilot lights.**

**If we arrive and no one is home, we WILL NOT fill your tank.**

**A return trip will result in an additional charge.**

**There will be an additional \$250.00 charge per trip for same day, evenings, Saturday afternoons, Sundays, and holiday deliveries.**

### **SNOW REMOVAL:**

During the winter months, please make sure that your driveway is cleared and there is a path to your tank. If there isn't a path the driver will not fill until we are notified that the snow has been cleared.

## FEES DUE AT TIME OF DELIVERY

**THE ABOVE FEES DO NOT INCLUDE THE \$50.00 CHARGE FOR A SYSTEM PRESSURE AND LEAK TEST FOR ANY OUTAGES.**

**These fees are subject to change at the discretion of Park Region Cooperative.**