

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.

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 your propane supplier immediately. If your call is after hours call the convenience store and they will call the on call driver. If there is no answer, call Greg Larson at 218-234-3698 at any time.

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.

This return trip will result in an additional charge.

The following is a list of charges for Out of Propane situations:

Customers on *Scheduled Delivery* ---No Charge.

(In order to set up on scheduled delivery you must contact the office directly and it will only be allowed upon the manager's approval. Propane must be your only source; anything else will nullify our responsibility if your tank runs out.)

Customers on *WILL CALL* or *COD*, or *Deliquent Scheduled Delivery* accounts:

\$100 per trip evenings, Saturday afternoons, Sundays, and holidays

FEES DUE AT TIME OF DELIVERY

THE ABOVE FEES DO NOT INCLUDE CHARGES FOR AN OUT-OF-PROPANE SYSTEM PRESSURE AND LEAKAGE TEST.

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