

Out of Gas Policy

DON'T RUN OUT OF GAS!!! When you allow your tank to run completely out of gas, you create a potential safety hazard. If a gas valve has been left open, an appliance moved or a gas line disconnected, a gas leak could occur when gas is pumped into your empty tank. For your convenience, safety and comfort don't run out of gas. Keep your tank checked and call us before you run out. For your convenience, please see the section titled, "How to Read Your Propane Tank Percentage Gauge". If you allow us to set up your gas deliveries on **AUTOMATIC ROUTE DELIVERY**, our route salesman will check your tank on a regular basis and deliver gas as needed.

IF YOU DO RUN OUT OF GAS, we are required to follow certain procedures in making a gas delivery if the tank is completely out of gas:

1. The customer or other responsible adult must be home in order for us to delivery gas and perform a leak test. This must be done in order to put the system back into operation.
IMPORTANT: IF YOUR TANK IS COMPLETELY OUT OF GAS AND A RESPONSIBLE ADULT IS NOT AT HOME, WE WILL BE UNABLE TO DELIVER THE GAS AND TURN THE SYSTEM BACK ON.
2. A qualified gas employee must conduct the leak test and must re-light all pilots and put appliances back into service.
3. Since this is a time-consuming process, there will be a charge for this service.
4. Automatic Route Delivery customers whose account is paid when their route salesman runs their route will be exempt for any out of gas service charges.

You may save yourself the added cost and the inconvenience of being out of gas by checking your tank or by participating in one of our programs designed to keep you from running out of gas.

How to read your propane tank percentage gauge

IF GAUGE READS	NUMBER OF GALLONS REMAINING			
	150 Gal. Tank	200 Gal. Tank	250 Gal. Tank	500 Gal. Tank
80%	120	160	200	400
70%	105	140	175	350
60%	90	120	150	300
50%	75	100	125	250
40%	60	80	100	200
30%	45	60	75	150
IF GAUGE READS LESS THAN 25% ORDER GAS NOW!				
20%	30	40	50	100
10%	15	20	25	50



Look at the gauge attached to the tank with numbers from 5 to 95. Numbers indicate the percentage of gas remaining in the tank. If your tank gauge reads 25% or less, call your propane supplier for a refill. We recommend that you learn how to read your tank gauge, and develop the habit of checking it on a regular basis, especially if you choose not to participate in our company's **Keep-Full** program.