

Underground tank testing:

The National Fire Protection Association (NFPA) has issued new laws regarding the installation and testing of underground propane tank protection. The new code states that underground tank protection systems should be tested 12-18 months after initial installation, and every 3 years thereafter. Customers who own their underground tank should call and ask about the Anode Testing program we offer. Electric potential testing can identify if underground corrosion is occurring and if your tank protection (Magnesium Anode bag) needs to be upgraded.

For only a 1 hour labor charge, we will test the electric potential of your underground tank and inspect all service valves and regulators. This test will insure that your assets are protected against the effects of corrosion.

Please call (800) 464-2269 or (413) 663-6652 to schedule an appointment or for any other questions.

Seasonal/Unoccupied Homes

No matter how you heat your home, maintaining your home's temperature to a certain degree is critical. If the proper monitoring of your home's temperature is not made a priority, it can result in frozen pipes and expensive water damage. You should arrange for supervision of your home if you plan to be away from the premises for any length of time. Water from broken pipes can flood a house in a matter of hours causing structural damage to the home and loss of personal property.

It is better to be safe than sorry.

Call and ask about remote tank monitoring systems for second homes!

PROPANE SAFETY

We value you as a customer and want to make sure you have the latest safety information on propane. We have enclosed some brochures on the smell of propane and other safety tips.

We highly recommend you have your propane systems and appliances periodically inspected by H.A. George or another qualified Service Company.

Service Rates and Information:

- **Regular Service Hours**
(Monday - Friday, 7:30am - 3:30pm):
\$115/hour - 1 man
- **After Hours/Weekends/Holidays:**
\$230/hour - 1 man
(minimum two hours)

-Service billing includes travel time, starting when the service tech leaves our shop, his house, or the previous job.

-All run-outs are subject to a service charge to check system and re light pilots.

-Relighting and purging fees are billed as listed above, with a minimum of a one hour service call.

-All deliveries and meter readings are subject to a delivery charge of \$5.83.



**For additional
safety information and installation
codes, please visit our website
www.hageorge.com**

H.A. GEORGE FUEL

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- Propane tank & line installation
- Underground tank installation & testing
- Boiler & space heater installation
- Service & efficiency testing

We go beyond the price per gallon

Our office will remain closed to the public. There is a payment lock-box located outside of the office door, or you may mail in payments, or call in with a credit card. As always, if you need to speak to us with questions or concerns, please call our office Monday – Friday, 8am – 4pm. We are sorry for any inconvenience.

PAYMENT PLANS

Our standard payment terms are net 15 days from the delivery date. Balances that are not paid within 30 days are subject to a finance charge and deliveries will be discontinued until the balance is paid in full. Any account that holds a past due balance over 90 days will become COD (Cash on Delivery) for any future deliveries and you will need to pay for the propane before it is delivered.

Credit or Debit Card on File

If you wish to keep a credit or debit card number on file with us, we can automatically charge or debit your card for the balance on your account, at the end of each month. This payment method can also be used with our monthly budget plan.

Budget Plan

The Budget Plan consists of 12 monthly payments, which are based on your **estimated annual usage**. The monthly payment is subject to change depending on the price per gallon and the weather throughout the winter. Each budget is re-evaluated in the spring, and we will contact you if your payment amount needs to be increased. Prices are **NOT** locked in with the budget plan. Automatic credit or debit card payments are strongly recommended, so you don't miss a payment. **All budget payments are due by the 10th of each month.** This plan usually starts in July/ August, so please call our office ASAP for information.

Pre-Pay Fixed Price Plan

This plan allows you to pay for all, or a portion of, your propane gallons in advance, for the heating season. The price is fixed and discounted from the current propane price. The amount is payable by the beginning of September. ***Additional pre-paid fixed price gallons cannot be purchased beyond the beginning of September, so please be sure to purchase the full amount you intend to buy for the heating season by then!*** Once you have used your pre-pay gallons, or on May 31st of the following year, whichever comes first, your price will revert to the current posted price. Any other charges, such as service, must be paid separately in order to maintain your credit balance and continue fixed price deliveries.

With either plan, any outstanding balance must be paid in full before you begin the next heating season.

If you are interested in any one of these plans, please call our office for specific pricing & details.

Budget & Pre-pay Fixed Price Plan Conditions:

1. Accounts must be current to be eligible for these plans.
2. Neither buyer nor seller shall be responsible for damages caused by delay or failure to perform, in whole or in part hereunder or to comply with any of the terms hereof, when such delay or failure is attributable to acts of God, strikes, lockouts, fires, floods storms, explosions, embargoes, acts or compliance with requests of any governmental authority (without regard to legal validity), war conditions, accidents, delays in transportation, any allocation program or rationing or priorities in effect pursuant to governmental authority, or any other cause beyond control of buyer or seller or not similar to those enumerated: provided, however, that any such contingency shall not terminate the agreement, but merely suspend its performance, unless it continues for a period.

DELIVERY POLICY

We encourage all customers to be on an automatic fill schedule. If you choose to be a will-call customer, you must call for a delivery when the gauge on the tank is **at or above 30%**. This will give us enough time to deliver your fuel before the tank runs out. We also encourage all customers to have their tanks **filled** when we deliver. This eliminates unnecessary return trips for our drivers and reduces the chance of an out of gas situation. (Minimum deliveries are required and minimum delivery charge applies if a customer chooses not to have the tank filled. See details below.)

If your tank does run out of propane, we must have complete access to the premises in order to turn on the gas and check the system. We cannot deliver propane and leave the tank shut off. If you run out of propane because you are a will-call customer, or have a past due balance, there is a labor charge to turn on the gas and check the system. By strictly enforcing this policy, we feel we can provide better and safer service to our customers.

Minimum Deliveries:

<u>Tank size</u>	<u>Minimum Delivery</u>
50-250 gallon	Fill
320 gallon	200 gallons
500 gallon	250 gallons
1000 gallon	500 gallons

High Efficiency Boilers/Furnace:

Remember to have your high efficiency boilers, water heaters, and furnaces serviced. Failure to maintain your appliance could adversely affect its operational efficiency and could void any warranty you may have on the unit. Please contact us to schedule a service appointment or if you have any questions regarding your heating system.