

Customer Acknowledgement

Customer Name _____

Phone Number _____

Address / City / State / Zip _____

- I agree to have a leak check completed on my propane system at a minimum of every five years, or every time any of the following situations occur by a Pearl City Elevator, Inc. qualified technician:
 - Interruption of service (gas has been shut off)
 - Out of gas
 - New customer or occupancy change
 - Modifications made to piping
 - Modifications to appliances
 - Any time you smell gas

(I understand that a service charge will be incurred for the leak checks)

- I agree to have my regulators replaced per manufacturer's recommendations (on average about every 15 – 20 years) by a Pearl City Elevator, Inc. qualified technician.
(I understand I will be charged for all parts and labor)
- I understand that any time Pearl City Elevator, Inc. notices an unsafe condition, they will not fill my propane tank until the situation is corrected.
- I agree to have Pearl City Elevator, Inc. relight my pilots any time any of the above situations occur. I understand that they may lock my tank for my safety until they have access to the appliances to complete the leak check and get everything re-lit.
- I know how to turn off gas in case of emergency.
- I have smelled odorized propane and can detect its odor.
- I know what to do if I smell gas.
- **I have received and reviewed "Important Propane Safety Information". (brochure # PRC 003121).**
- **I have read, understand and agree to the terms on the backside of this acknowledgement as well.**

Customer Signature _____

Date _____

- Owner
- Tenant
- Representative



Pearl City Elevator, Inc. 119 S. Main St. Pearl City, IL 61062

Out of Gas Policy

Our goal is to serve you while also providing a safe working environment for our employees. Out of Gas situations can pose a safety risk to all parties involved. Unfortunately, we realize there may be times when you unexpectedly run out of gas. If you experience such a situation, you should:

1. Close the service valve on the propane storage tank;
2. Shut off all appliance valves; and
3. Call Pearl City Elevator, Inc. immediately.

Under Out of Gas circumstances, it is imperative that you be home, so we are able to check the entire gas system for leaks and relight the pilots. If we arrive and no one is home, we **WILL NOT** fill your tank. The driver will leave an "Out of Gas" tag, instructing you to call us. A return trip will result in an additional charge.

The fees outlined below in the Propane Service Policy apply in Out of Gas situations.

Propane Service Policy

Home Heating Credit Policy

Home heating accounts that are past due or have not paid for the prior delivery will specifically be sold services and product on a cash only basis. Account balance must be collected on or before delivery of new product.

Same Day / Reroute Delivery Charges

A call for propane from a "Will Call or Past Due Keep Full" home heating customer asking for a delivery the same day during business hours will be charged \$50, payable at time of delivery.

"Will Call" or Keep Full Customers With Account Balance Past Due, After Hours (after 3:00pm) and Weekend Delivery Charge

First time Offender: \$100 for the first time in a heating season, paid at time of delivery.

Second time Offender: \$150 for the second time in a heating season, paid at time of delivery.

Holiday or Holiday Weekend: \$200, paid at time of delivery.

There will be no deliveries made to will-call or past due balance customers after 8:00pm. You will be placed on the route the next morning with the same day service fees applied.

Leak Check of LP System

All out of gas calls will require a leak check of the propane system. *This is a mandatory state code.* The charge for the leak test is \$50 during business hours providing the call comes in before 3:00 p.m. If the test is completed after 3:00 p.m. there will be an additional charge of \$50 which is in addition to the \$50 same day delivery charge.

Example: You call in at 4:30 pm stating you are out of gas and need it today (first time offender). You will be charged a \$50 same day fee, a \$50 leak check fee and a \$50 fee for being after 3:00 p.m. for a total of \$150 paid at time of delivery. This is in addition to the cost of the gas delivered.

FEES DUE AT TIME OF DELIVERY AND PRIOR TO FILLING TANK.

- **200 Gallon Minimum Delivery** – if you request an amount less than 200 gallons a \$35 minimum delivery fee will apply.

Be aware that our delivery drivers schedule their deliveries in advance to maximize efficiency, minimize operating costs, and keep gas costs at a minimum. Therefore, if you run out of gas or need a same day delivery, you may experience a delay before our technicians can place you into the delivery schedule. All "Will Call" customers must give at least three business days' notice of ordering gas. If this is not done, you may be charged a reroute fee if they are scheduled to be in a different area.

End of Contract Season

If you are filled after March 10, depending on your usage, that may be your last delivery of the season. Again, to maximize efficiency and minimize operating costs, we will not make special deliveries to top off your tank for less than 200 gallons. **If you run out of contract before the season is over, you will still be kept on a "Routed" basis being charged truck price.** If you do not want to be kept full after your contract is out, you must call the office and let us know. After April 1st when contracts expire, you are considered to be on a "will call" basis. It is your responsibility to watch your tank and call if you are getting low on propane until the next contract is in effect.

Misc.

- You agree to keep all combustible materials a minimum of 10 feet away from the tank.
- It is your responsibility to keep your driveway clear and accessible to the tank. That means snow must be plowed off and ice must be sanded or graveled if we cannot make it up or down your drive. If the drive is inaccessible, we will check again the next time we are in the area (may be the next day, may be the next week). We will NOT BE RESPONSIBLE if your tank runs empty because we were unable to fill it due to driveway conditions.
- Our delivery trucks are larger than most vehicles that will use your drive. You agree to keep all bushes, trees, etc. trimmed back (minimum 10 foot wide) and up (minimum 10 foot high) away from the drive. If there are low hanging branches we will not deliver.
- Rental Property: We need to have a leak check completed any time a new tenant moves in or out. If you own the property it is your responsibility to keep our records up to date on who is living at the residence if the gas is contracted under your name.