

### **PROPANE HAS AN ADDED ODOR TO HELP DETECT LEAKS:**

All occupants should be aware of propane's odor. Call us at 1-800-422-0560 to request a scratch-and-sniff brochure to demonstrate the odor. If any occupant is unable to recognize the odor of propane, please call us immediately. Propane is a flammable fuel that may explode if not properly handled.

### **HOW TO CHECK FOR & WHAT TO DO IF YOU SMELL PROPANE:**

Carefully smell at floor level and in low spots. Propane is heavier than air and will collect at floor level.

1. Put out all smoking materials and other open flames, and do not operate lights, appliances, telephones, or cell phones. Flames or sparks from these sources can trigger an explosion or a fire.
2. Get everyone out of the building or area where you suspect gas is leaking to a safe distance.
3. If the leak is not at the tank, turn off the main gas supply valve on your propane tank if it is safe to do so. To close the valve, turn it to the right in a clockwise direction.
4. Once you and all other occupants have exited the structure and are a safe distance away from the leak, call Heller's Gas at 1-800-422-0560, your local fire/emergency services department, or 9-1-1.
5. Do not return to the structure or allow anyone except qualified gas professionals or fire service personnel to enter the structure until a complete inspection has been done and any leaks have been found and repaired by qualified gas professionals.



### **PAPERLESS BILLING:**

Heller's Gas encourages all customers to enroll in paperless billing to help protect the environment and recommends the use of our online portal and/or mobile app. Those accounts not enrolled in paperless billing will incur a \$1.00 fee per delivery location for each delivery.

### **OFF-ROUTE DELIVERIES & INTERRUPTION/TERMINATION OF SERVICE:**

Termination of gas service will incur up to a \$75.00 service charge plus applicable fees and taxes. Interruption of gas service will incur up to a \$100.00 service charge plus applicable fees and taxes. Off-route deliveries will incur up to a \$100.00 service charge plus applicable fees and taxes during normal business hours and up to a \$175.00 service charge plus applicable fees and taxes outside of normal business hours. If a customer moves or wants to terminate gas service, it is the customer's responsibility to notify Heller's Gas of the change, at which time the charge may be waived. The customer is responsible for all unpaid balances and/or new charges incurred if the customer fails to notify Heller's Gas. Regulators and equipment may be removed when the account becomes 90 days delinquent without customer notification.

### **NOTIFICATION OF AWARENESS:**

Heller's Gas will supply to each customer the number of storage tanks and regulators needed to provide service to meet their estimated needs. The equipment provided (regulators, storage tanks, tank monitors, etc.) are the property of Heller's Gas and are on loan as long as this agreement stands between you and Heller's Gas. You are responsible for the welfare of the equipment against abuse, theft, damage, and natural disasters, and it will be surrendered at the time this agreement is voided or terminated by either party. The customer understands, should they elect to discontinue or terminate service, a pickup charge will be levied against the amount to be credited or added to the amount owed. All storage tanks require at least one (1) complete turnaround of product annually to prevent a minimum charge or will be downsized to the appropriate size container based on usage at no charge.

Size (lbs.)	Gallons	Annual Usage Charge
100	24	\$60.00
200	48	\$75.00
420	100	\$225.00
250	425	\$500.00
500	850	\$1,000.00
1000	1,700	\$2,000.00

All HVAC/AC units, whether portable or permanent (in wall, window or on ground mounted), generators, outdoor fire pits, and other related appliances must be a minimum distance of 10 ft. from our storage tank(s). Should our personnel find an improper or illegally installed conditioner/compressor/appliance within 10 ft. of any tank location, no further deliveries will be made until corrections are made. The customer can elect to have either the appliance installer move the unit in question or pay Heller's Gas to relocate the tank(s) (based on time and materials).

### **INCLEMENT WEATHER:**

In the case of inclement weather such as ice and snowstorms, no deliveries will be made until your driveway/roadway has been cleared of any snow/ice and anti-skid material is in place leaving the path accessible to our equipment. Trucks may only travel on hard and cleared surfaces. In case of flooding or other extreme weather event, please turn off your gas supply at the tank prior to the weather event taking place.

### **TERMS:**

Net 30 Days – 1.5% interest on past due accounts. Up to \$30.00 late fee assessed on all accounts over 30 days, pricing guarantees and contracts are subject to change and may be considered null and void when account falls past 30 days.

All non-residential accounts require owner's personal guaranty.

All gas credits must be used within one year of the date of issue.

### **COLLECTION PROCEDURES:**

All delinquent accounts sent for collections will incur a \$50.00 fee. If legal action is necessary, reasonable attorney and court fees will be the responsibility of the customer. All returned payments will be assessed a fee up to \$50.00 per transaction.

### **FORCE MAJEURE:**

Except with respect to the obligation of Buyer to make payment for propane received, each party shall be excused for delay or failure in performance by reasons of any cause beyond the party's control, including war, fire, strikes, revolutions, riot, acts of hostility, acts of terrorism, governmental interference, flood, storm, or any act of God, whether or not similar to any of the foregoing, including without limitation, unavailability from the usual and intended sources of the PROPANE required for the performance of this Contract.

### **ACCEPTANCE OF GAS AND/OR SERVICE SHALL CONSTITUTE ACCEPTANCE OF THESE TERMS AND CONDITIONS**

### **RESTORING SERVICE & RELIGHTING PILOT LIGHTS:**

If your propane tank was empty when delivery was made, then for safety reasons your tank supply valve was shut off at the tank. This valve must be turned back on and your pilots relit to restore service. This should only be done by qualified gas personnel. We strongly recommend that for safety reasons, you call Heller's Gas or another qualified gas/appliance technician to restore service and relight the pilots. However, if you choose to relight the pilots yourself, please follow the manufacturer's instructions.

### **BE AWARE OF IMPROPER FUNCTIONING GAS APPLIANCES:**

Carbon monoxide can be produced by a propane gas appliance that is not functioning properly. The flame on your appliance should always burn bright blue. If the appliance produces a lazy yellow or orange flame, have it checked by a professional. In addition, always make sure that your appliances are vented properly and that there is a good supply of fresh air available.

- Do not allow unqualified personnel to service your propane system or appliance.
- Do not tamper with gas controls on appliances.
- Do not let your system run out of propane.
- Have wet, flooded, or otherwise damaged appliances and controls serviced immediately.
- Propane odor can fade or be masked by other strong odors. Do not light pilot lights in areas where there are strong odors. Completely ventilate the area first.
- Repeated pilot outages could indicate a hazardous condition. Do not attempt to relight the pilot. Call Heller's Gas to have one of our qualified service technicians check your system.
- Have your appliances and propane system periodically checked by a qualified technician for proper ventilation and safety.
- Understand that improperly vented appliances can cause carbon monoxide poisoning as indicated by sharp odors, eye irritation, headaches, dizziness, sleepiness, or excessive moisture buildup on the inside of windows. Ventilate immediately and call Heller's Gas immediately.

### **AUTOMATIC & MONITORED DELIVERY NOTICE:**

Heller's Gas offers automatic and monitored delivery, however these services are an estimation and not a guarantee against gas runouts. Customer accepts that deliveries will be made when an estimated gas level is reached with or without prior notification and that the customer is responsible for amounts due. Heller's Gas is not responsible for damage to structures or appliances (including plumbing) incurred in the event of a runout. The customer is responsible to monitor tank levels and contact Heller's Gas to advise if gas is low prior to a runout. Please contact us immediately if you feel your gauge and/or tank monitor is malfunctioning.