



"Where our SERVICE is your SAFETY"

Mountain West Propane, Inc.
7140 North 3000 West • Roosevelt, UT 84066
Roosevelt: (435) 353-4562 Vernal: (435) 789-8466
Craig, CO: 970-824-0374
www.mountainwestpropane.com

CUSTOMER POLICIES AND PROCEDURES

Thank you for choosing Mountain West Propane, we are excited to do business with you. Below are the customer policies and procedures we follow to help our business run smoothly.

PROPANE SAFETY CHECK

A propane safety check must be done on the tank, lines and appliances on all customers, including all customer-owned tanks.

ROUTE CUSTOMERS

A route customer is a customer who leaves the responsibility for checking the level of propane in the tank up to our company. We put you on a "Route" and when we are in the area, we stop and check your tank. We determine when to fill it and we leave a bill with you. This system is for customers with approved credit. The balance must be paid in full within 30 days from the date of delivery. If your account is not current, you will be placed on "will call" and will be responsible for calling and scheduling your deliveries. Please notify our office if a gas appliance is added or removed. (Usage changes.) ***Route customers will save an additional 10¢ per gallon on all deliveries.***

WILL-CALL CUSTOMERS

A will-call customer is responsible to call and schedule a delivery. ***Please make sure to give appropriate notice when scheduling a delivery; 2-10 business days depending on your location.*** Planning to stop when in your area saves us time and unnecessary travel. ***If we are required to make an emergency delivery, an additional fee will be charged.*** Please call before your tank gets below 20%.

SERVICE CALLS

We do make service calls to test, inspect & service your gas system. If you suspect a leak in your system, please call us immediately and it will be treated as a top priority service call. If you remove/add a gas appliance, please call and schedule a service call to have your system tested for leaks. We also do minor repairs on most gas appliances. ***We do not locate underground gas lines between the tank and the house. The line is owned by the customer, not MWP. However, we do test distribution lines for leaks.***

OUT-OF- GAS POLICY

Federal regulations and liability insurance require the following on tanks that have run completely out of gas or have had an interruption in service (turned tank off):

1) Mandatory system leak check. 2) Pilots must be lit by authorized personnel. 3) ***Customer must be present to sign documentation.*** A fee will be charged for this service. ***If customer cannot be home when the delivery is made, then there will be an additional fee charged to return and do the service.*** ***Will-call customers, please check your tank regularly so you do not run out.***

PAYMENT TERM OPTIONS

#1 - Payment upon delivery (COD)

#2 - Net 30 Days - You have 30 days to pay for the delivery. (OAC only)

#3 - Equal Payment Plan - Estimated equal monthly payments will be withdrawn through EFT. (OAC only)

Prices & policy subject to change without notice.

Revised: 5/27/2020



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RETURNED CHECKS

It is our policy to add a \$20 service fee on all returned payments. Customers whose payments are repeatedly returned may be asked to pay for deliveries using means other than checks.

COMPANY REFUND POLICY

- 1) The first delivery is **non-refundable**.
- 2) Move Outs: If new customer will keep tank, sign lease agreement & purchase propane in tank, company will refund propane at the lower of the purchase price of last delivery or the lowest current delivered price.
- 3) Pick Up Tank: If we must pick up tank, then a \$75 restocking fee will be deducted from the amount to be refunded.
- 4) **A company representative must verify % in tank to be refunded.**
- 5) Any exceptions must be approved by manager.

CUSTOMER REFERRALS

Current MWP customers will receive a \$50 credit to their account when they refer a friend to us and we get a signed lease agreement and a tank installed.