



"Where our SERVICE is your SAFETY"

Mountain West Propane, Inc.

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RENTERS' POLICIES AND PROCEDURES

Customers who are renting a home should be aware of the policies and procedures for rental houses Mountain West Propane, Inc. 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.

ORDERING PROPANE

MWP needs **2-10 business days notice when scheduling a delivery**. 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%. **Propane in rentals is not refundable.** *Plan accordingly.*

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. **Please check your tank regularly so you do not run out.**

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.**

PAYMENT REQUIREMENT

- Payment upon delivery (COD) is **required**.
- We accept cash, check, money order or credit/debit cards
- If renter is not home when delivery is made, and payment was not left under the lid of the tank or paid for in advance, then the propane delivery will not be made.

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.