

PROPANE **PROFILES**

Collett

Our Service is Built Around **Your Safety**
Don't Run Out of Gas. It Will Cost You!



This means **if you run out of gas, a Collett Propane representative must perform a pressure leak check and**

Due to stricter insurance regulations, Collett Propane has adopted a new out-of-gas policy. New regulations require anyone delivering propane to an out-of-gas customer to perform a complete system leak check.

bring all propane appliances back into operation. A thorough safety check can take time, and you, our customer, are required to be present. Propane is an extremely safe energy source when used properly. These strict out-of-gas regulations are required by our insurance carrier to protect the safety of your family and property. Convenience, comfort, cost and safety are four good reasons to avoid out-of-gas situations.

If you are a Will-Call customer (which

means you call us when you want gas) and you run out of gas, a leak and safety check fee will be added to your propane delivery. During regular business hours the fee is **\$65 paid prior to or at time of delivery only.** After hours and during holidays the fee is **\$130 paid prior to or at time of delivery only.**

If you are an Automatic Delivery customer and we mistakenly let you run out of gas, the leak and safety check are free of charge.

Choose a Payment Plan to Fit Your Budget and Fuel Needs

Collett Propane tries to make paying your propane bills as easy as possible. We offer several payment options to fit your lifestyle.

We accept personal checks, major credit cards (MasterCard, VISA, Discover, American Express), cash and checking account withdrawal (direct payment option).

If paying by cash, please pay in person at one of our offices during normal business hours. **Do not mail cash!** Our drivers do not carry cash, and can no longer collect at time of delivery.

Cost Saving Payment Programs:

The **Pre-Buy Program** guarantees delivery of propane at a fixed price for a specific quantity throughout the year. It allows you to buy fuel in advance at a fixed price for the number of gallons you wish to purchase (plus tax) so you are totally

protected against price increases.

We provide you historic usage information to help you decide the amount of fuel you wish to pre-buy. Enrollment in this program takes place in mid-summer. Since this program's inception in 1998, the locked-in price has been less than the average price of gas during the heating season every year except one. So, taking advantage of the **Pre-Buy Program** can provide cost savings and take the worry out of erratic fuel bills during peak heating months.

The **Budget-Pay Program** allows your payment each month to remain the same, taking the worry out of erratic fuel bills during the peak heating months. Monthly budget payments are calculated based on your estimated annual usage, anticipated price per gallon, percentage of tank supply at the

start of the plan, and any credit balance carried over from the previous year. The price of propane for customers taking advantage of the **Budget-Pay Program** is capped to a maximum increase of 10¢ a gallon for the budget period.

The **Automatic Fill Program** removes all worry about running out of fuel by eliminating the need to check the tank level and call for a delivery. Our computer system keeps track of "degree days" which is a function of outside temperature and wind velocity. The computer then signals the appropriate time to schedule your delivery based on estimated usage due to "degree days". At the time of delivery, we top off your tank. **Automatic fill** customers are given a reduced rate for their gas throughout the season, providing a cost savings in addition to the convenience of automatic fill.



Code Inspections

For your safety and as required by our insurance carrier, we are currently performing Code Inspections on all of our tanks, equipment, regulators and lines. We will be testing your equipment and system and updating any regulators, etc. that may be out of date so that they meet the current code regulations. You may see our service technicians on your property around the tank and up by your home. You may also notice new equipment and changes made in your system. There is no charge for these updates.

We are also required to check the inside propane system. This requires an adult to be in attendance while our technicians shut down your system, perform leak and pressure tests, record information on your appliances using propane and then relight your system. Please contact one of our offices to schedule a time that is convenient for you to meet our technicians. Thank you in advance for your understanding and assistance with this important safety matter.

What to Do if You Smell Propane

- 1 Put out smoking materials and extinguish any open flames.
- 2 DO NOT
 - a. Operate electric switches
 - b. Light matches
 - c. Use your telephone
- 3 Immediately get everyone out of the area.
- 4 Close all gas tank supply valves.
- 5 Do not re-enter the building. Use your neighbor's telephone to call Collett Propane and the fire department.
- 6 Let our service person and fire-fighters check for leaks. Air out the area before you return.
- 7 Have our service person relight all of your propane appliances.

