

**PROPANE CUSTOMER POLICIES AND PROCEDURES**

1. It is important that you know how to shut off your tank, how to read the gauge, and know what propane smells like in case you have a leak. Our service technician will review this important safety information with you when installing your tank.
2. We fill tanks on an Auto-Fill basis (with approved credit). What that means is we will deliver propane on our delivery schedule, keeping you from running out of propane – as long as you pay your account according to terms. For Auto-Fill customers, we will make every effort to keep the tank from running out. To further ensure that you do not run out of propane, if we are not there by the time you're tank gauge reaches 30%, please call us. Please keep your account current so that we can keep making deliveries.
3. For Cash Before Delivery customers, we require a 10-business day notice with cash payment when placing your order. All orders not placed with the required lead time are subject to minimum delivery charge. A minimum of 100 gallons is required for a delivery. CBD customers are subject to normal service call fees if service has to be performed due to customer running out of gas. Fees must be paid at time of delivery
4. Service call delivery charges are as follows – During regular business hours \$69.00/hour (minimum 1 hour); After hours, holidays, weekends \$99.00/hour (one hour minimum).
5. Payment is due within 10 days of service date or delivery date. If you are past due or set up as a Cash-Before-Delivery customer, no propane deliveries will be made until full payment is made in our office. All lead-time requirements apply. If payments are past due we reserve the right to disconnect tank due to nonpayment and turn over your account to First Point Collection Company or place a Judgment against property.
6. Tank rental will be charged on an annual basis if minimum gallon requirements are not met as follows:

<u>Tank Size</u>	<u>Minimum Gallons Requirement</u>	<u>Rental:</u>
57	100	\$ 50
120	200	\$ 50

7. There will be a \$25 service charge for all tank pick up. When a tank is picked up, any propane in the tank will be refunded starting at the last purchase price.
  8. If service is disconnected with ONE year of initial installation due to either non-payment or customer preference, any gas remaining in tank at the time of disconnect is non-refundable.
  9. The following restrictions are applicable for setting 120 tank: A minimum of 10' from a heating or air conditioning unit, 10' from the property line, 3' from a window opening and 3' from the crawl space door. All larger tanks have to be a minimum of 10' feet from the residence.
10. GAS PRICES ARE SUBJECT TO CHANGE ON A DAILY BASIS!

We appreciate your business!

Please do not hesitate to call us with any questions you may have at (910) 892-0111.

Charles Tart Propane, Inc  
7807 Plain View Hwy  
Dunn, NC 28334