



*"Where our SERVICE is your SAFETY"*

**Mountain West Propane, Inc.**

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## RENTER'S 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 LEAK CHECK**

A propane leak check must be done on the tank, lines and appliances on all customers, including all customer-owned tanks. Customer must be present to perform leak check. There is no charge for this service unless repairs need to be made.

### **ORDERING PROPANE**

MWP needs **2-10 business days depending on your location**. Ask our office how many days' notice you need to give based 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. 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:

1) Mandatory system leak check. 2) Pilots must be lit by authorized personnel. 3) **Customer must be present to sign documentation. The out of gas fee is \$45. If we are required to make an emergency delivery, an additional fee will be charged.** Please call before your tank gets below 20% and plan accordingly.

### **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 do not test for carbon monoxide. 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.