



"Where our Service is your Safety"

www.mountainwestpropane.com

7140 North 3000 West
Roosevelt, UT 84066
435-353-4562
FAX 435-353-4561

NEW STUFF!!

- **Website!!** Visit www.mountainwestpropane.com for information about MWP.
- **Route Customer Discount!!** *Anyone who is on a route will receive an additional 5¢ OFF PER GALLON!* That's in addition to our Cash Discounts. Route customers must agree for us to take care of checking the tank and filling it when we determine it needs more propane. A bill will be left and must be paid within 30 days. (OAC) Call us if you would like to be on a route!
- **New Customer Policies & Procedures!!** We have included a revised customer policy & procedure document on the back. Please read and keep for your records.

The safety of our customers is our #1 priority.

TANK SAFETY IS A CONCERN
Liquefied Petroleum Gas Code (NFPA 58) states: *"Loose or piled combustible material, weeds & long dry grass shall be separated from containers by a minimum of 10 feet."*

Therefore, please keep weeds & grass mowed down around the tank. Also, do not stack firewood or other combustibles within 10 feet of tank.

PROPANE SAFETY TIP

RUNNING OUT OF GAS

DON'T RUN OUT OF GAS.
SERIOUS SAFETY HAZARDS,
INCLUDING FIRE OR
EXPLOSION CAN RESULT.

- If an appliance valve or a gas line is left open, a leak could occur when the system is recharged with propane.

Therefore, for your safety, here at Mountain West Propane, it is our company policy that a leak test is done before reintroducing propane back into the system.



EQUAL PAYMENT PLAN (EPP)

The new EPP payment season starts in April!!
If you would like to be on the EPP, then call our office by March 15th and Shane will let you know if you qualify.

- No more worries about big bills or running out of gas!!!
- EPP customers are automatically put on a route.
- EPP customers must have approved credit.
- EPP customers don't have to pay a big, one-time bill. We average your usage through the year and determine what your monthly payment* should be to cover that usage.
- Your payment* will automatically be withdrawn by Electronic Funds Transfer (EFT) on the date that you choose.

*If payment is returned, there will be a \$20 service fee.

Hurry! Call today!
The Equal Payment Plan runs from April 2012 to March 2013.
Deadline is March 15th.

Employee Spotlight



Katrina Harris is our new, full-time office manager who began working for us in August 2011. Katrina is married to Kirk Harris and has two teenage sons, Lane & Matthew. She and her family live in Lapoint.

Katrina is working hard to learn everything. She is at our office from 8:00am - 4:30pm, Monday-Friday.

Thanks for 30 Years!!!

That's right!!! This July, we're celebrating 30 years of business! Watch for our ads and listen for our radio spots in July to find out how we're going to say "thanks"!



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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.

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 current before we stop for the next 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 5¢ 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 2 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 a special delivery, a fee of \$65 will be added to cover our cost. Please call before your tank gets below 20%.

SERVICE CALLS

We will go on service calls to inspect, service and repair most gas appliances. MWP Customers: The current rate is \$45 per hour. NON-MWP Customers: The current rate is \$65 per hour. Time will start when we leave the office. 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: 1) Mandatory system leak check. 2) Pilots must be lit by authorized personnel. 3) Customer must be present to sign documentation. A fee of \$40 to cover the added cost will be charged. If customer cannot be home when we're in the area, then there will be a \$65 delivery fee to return and do the leak test. *Will-call customers, please check your tank regularly so you do not run out.*

CASH DISCOUNTS

We offer a cash discount to those who pay the invoice in full within 7 days of the delivery. Watch the discount information on your delivery ticket that will tell you how much to pay. Sorry, the cash discount cannot be given if the delivery is paid with a credit/debit card. There is also a discount available if you fill the tank or get at least 200 gallons, whichever comes first. *Route customers will save an additional 5¢ per gallon on all deliveries.*

PAYMENT 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)

* Due to fees associated with credit/debit cards, the cash discount will not apply to transactions paid with a card.

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.

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