



"Where our SERVICE is your SAFETY"

Mountain West Propane, Inc.

Roosevelt, UT: (435) 353-4562

Vernal, UT: (435) 789-8466

Craig, CO: (970) 824-0374

www.mountainwestpropane.com

Revised 01-18-2024

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.

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.

TANK ACCESS

It is the customer's responsibility to maintain access to the tank. If the tank is not accessible while the driver is on the normal scheduled Route, the customer will be responsible to restore and maintain access for the next scheduled delivery. There will not be a charge if the customer can wait until the next normal Route, 5-10 business days, depending on area. If the customer requests gas prior to the next scheduled Route, emergency delivery fees will be charged. MWP will not be responsible for customers running out of gas in these situations and out of gas fees will be charged. This includes items such as driveway not clear and accessible, loose dog(s) that seem aggressive to driver, gate codes/locks that have changed.

WILL-CALL OR ROUTE - MUST CHOOSE EITHER ROUTE OR WILL-CALL

If you have more than one tank, please identify which tank(s) you want on Route and which tank(s) you want on Will-Call on the lines below. Example: House, Barn, Shop etc

ROUTE CUSTOMER TANK(S) ON ROUTE: _____

A Route customer gives permission to monitor the level of propane in the tank to our company. We put you on a "Route" and we determine when to fill the tank based upon price, usage, and our plans to be in your area. This system is for customers with approved credit. If your account balance is not current or you request a short fill, you will be placed on "Will-Call" and will be responsible for calling and scheduling your deliveries.

NOTE: Must have approved credit with a soft credit check. If you do not have approved credit and are COD and want to be on the Route, you MUST have a card on file set to Run Right After Delivery.

Please notify our office if a gas appliance is added or removed, or you start using other heat sources (wood, electric, etc.). (Usage changes.) Seasonal usage changes can be difficult to predict for our Route forecasting system. Therefore, our company will not be responsible or held liable for any damages that result from run outs. We advise customers to periodically check tanks and call if tanks are under 30%. Route customers will save an additional 10¢ per gallon on all deliveries.

WILL-CALL CUSTOMER TANK(S) ON WILL-CALL: _____

A Will-Call customer is responsible to call us and schedule a delivery. Please make sure to give appropriate notice when scheduling a delivery; 5-10 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. The out of gas fees start at \$50. If we are required to make an emergency delivery, an additional fee will be charged. Please call before your tank gets below 30% and plan accordingly.

Customers may change from Will-Call to Route and vice versa by calling the office and letting us know.

You will be required to re-sign this Customer Policy and choose which option you are changing to.

Policy subject to change without notice.

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Page 1 of 3



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EQUAL PAYMENT PLAN (EPP) AND PRE-BUY CUSTOMERS

Allotted gallons are set at the beginning of the contract period. Customers that go over their contracted (allotted) gallons will be charged the current "ROUTE PRICE" for delivered gallons in excess of contracted (allotted) gallons. These customers fall under the same Guidelines as "ROUTE CUSTOMERS". Contracts run from April 1 through March 31 of each year. Please contact the office for further information.

2ND HOME/VACATION RENTAL HOMES/NON-OCCUPIED CUSTOMER HOMES

Customers that want to be on the "ROUTE" will be required to install remote monitoring for tank levels. The cost of the monitor will be pro-rated from the time of the initial installation to October 31st, and then billed annually thereafter. If the customer declines the monitor, they will be considered "WILL CALL" customers. MWP will not be responsible or held liable for damages that result from run outs.

SERVICE CALLS

We do make service calls to test, inspect and 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.

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) Customers must be present to sign documentation. Will-call customers, please check your tank regularly so you do not run out. The out of gas fee starts at \$50 minimum. If we are required to make an emergency delivery, an additional fee will be charged.

PAYMENT TERM 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. Begins April 1st yearly.

You may be put on a list for the following year if you have missed the spring deadline. (OAC only)

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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COMPANY REFUND POLICY

All propane deliveries are non-refundable. Please plan accordingly. On change of occupancy, any propane remaining in tank will be responsibility of parties involved to work out.

CUSTOMER REFERRALS

Current MWP customers will receive a \$50 credit to their account when they refer a friend to us, and we get a signed lease agreement and a tank installed. Does not apply to temporary installations.

I, _____, have read and agree to MWP's "CUSTOMER POLICIES AND PROCEDURES".

Customer Signature

Date