

LP Policies for all Will-Call, Cash-In-Advance And Unpaid Propane Accounts

- **Customer MUST be present at ALL out of gas situations.** If you are out of gas, we will give you a four hour window of when we will be there. A leak check must be performed at all out of gas situations, which requires entry into the home. If you are not home during the scheduled delivery time, no gas will be left and no leak check can be completed. A second trip out will result in an additional re-route fee.
- **There will be NO after-hours deliveries to will-call or past due accounts after 8:00pm.** A delivery will be scheduled for the next business day. A re-route fee may be imposed if a delivery truck is not scheduled to be in the area that day. If delivery is needed on a weekend, a weekend delivery fee will be imposed.
- **“Will-call” customers: All will-call customers must give at least 3 working days notice prior to needing a delivery.** If this is not done, a re-route fee will be imposed.
- **“Cash” customers: Money must be received in office at least 3 working days prior to needing delivery.** If not 3 days prior, the truck will not be dispatched until cash for the gas and the re-route charge are in the office. We will no longer accept cash/check at time of delivery or left under lid of tank.
- **Past due accounts: Accounts must be paid off at least 3 working days prior to needing a delivery.** We schedule our trucks 2-3 days in advance. If your account is past due at time of scheduling, your tank will not be routed. If you run out or need gas before 3 days after payment, a re-route fee will be imposed.
- **Payment is due within 30 days from day of invoice (delivery),** not from statement (month end). **You may have only ONE unpaid delivery on account.** We will not deliver to anyone that has an unpaid delivery. Caution: If we deliver around the first of the month, you may need a second delivery before statements are issued and paid.
- **Re-route fee is \$50 for first offenders,** \$100 for second time in a season and \$150 for the third time in a season. This will have to be paid in office prior to a truck being dispatched.
- **Weekend delivery fee is \$100 for first offenders,** \$150 for second time in a season and \$200 for the third time in a season. This will be paid to the driver at time of delivery.
- **Minimum delivery is 200 gallons.** A \$35 minimum delivery fee will be imposed if a smaller quantity is requested.
- **A current LEAK CHECK must be on file and completed by a Pearl City Elevator, Inc. employee.** We reserve the right to refuse delivery to any account that does not have a current documented leak check on file.
- **All regulators must be within manufacturer’s recommended service life.** For most regulators, that date is within 15 years from date stamped on regulator housing. If your regulator is “out-of-date”, we reserve the right to refuse delivery.