



**Disclosure of Customer Rights
And Company Policies For Domestic Propane Service**

Qualifications

1st Propane of South Jersey (hereinafter referred to as “The Company” or “We”) is licensed by the State of New Jersey to perform propane delivery and service. Our license number is *LPG-044*

Terms of Service

We sell and deliver propane gas (aka “LP-Gas”), delivered into tanks varying from 24 to 1000 gallons in size, in various counties in southern New Jersey. We provide service subject to the following conditions:

1. We do not require a credit application.
2. We reserve the right to require payment at the time of delivery, or in advance prior to delivery (“Cash On Delivery” or “COD”) for customers with questionable credit. All customers may pay with cash, certified check, personal check or credit card. We reserve the right to require payment by cash or certified check in the event of returned checks or rejected credit card numbers from the customer.
3. For other than COD deliveries We require payment within 15 days of delivery. Late payments are subject to a late fee of \$20.00. (Refer to our Consumer Agreement for more details.) For propane service work, payment is subject to the conditions of the service contract. We have available alternative payment plans called “Budget Payment Plan” and “Pre-Buy Plan”. Terms of these types of plans are more fully described by the related contracts, copies of which are available upon request. Additionally, we require that all customers sign a *Consumer Agreement*, a copy of which is available upon request.
4. The Company offers the following delivery methods:

Worry Free Service - We schedule your deliveries based on our estimate of your consumption. Deliveries are made on a schedule determined by us. Ask for a copy of our *Worry Free Agreement*. Worry Free Service is also provided as part of the Budget Payment Plan and Pre-Buy Plan. Ask for a copy of the *Budget Plan Agreement* and *Pre-Buy Agreement*.

Will Call Service - The customer calls for deliveries. We must be notified 7 days before the desired delivery date. There is a minimum delivery amount of 100 gallons. Deliveries below the minimum are subject to a surcharge that is the difference between a 100 gallon delivery and the actual delivery. If a Will Call customer runs out of gas the system must be leak checked prior to resuming service. There is a charge for this leak check, according to the following chart:

- Regular hours during weekdays: \$89.00
- After hours during weekdays: \$133.50
- Weekends and holidays: \$199.00
- Consult your contract for additional details.

Additionally, there is a charge for a special (non-scheduled or emergency) delivery to a customer who is set up as a Will Call customer:

- Regular hours during weekdays: \$89.00
- After hours during weekdays: \$133.50
- Weekends and holidays: \$199.00
- Consult your contract for additional details.

Pricing Structure

We base our price of propane on the following factors:

- Estimated annual usage (lower rates apply for larger users)
- Time of year (lower rates apply for summer deliveries)
- Delivery day/time (higher rates apply for Will Call customers for weekend, holiday or deliveries made outside the hours of 9 am and 5 pm.)
- Type of delivery selected (Will Call verses Worry Free)
- Number of locations (lower rates for customers with multiple accounts)
- Customer location (higher rates apply for locations that require additional travel time).

Pricing Policy

We charge for propane based on liquid gallons pumped through a certified, temperature compensated meter. The price of propane, like any commodity, changes over time. This will affect your bill as the price fluctuates. Our pricing policies will determine how often your price is adjusted to account for changes in the cost of propane. This price is referred to as our “Market Price”. You may call our office at any time to request your current price. We offer the following pricing options:

Worry Free Service - Market Price based on the factors outlined under “Pricing Structure”.

Will Call Service - Market Price based on the factors outlined under “Pricing Structure”.

Budget Payment Plan - Payments for the year divided into a fixed monthly amount based on projected usage over a number of months. Your propane is priced at current Market Price at the time of delivery(s). Ask for a copy of the *Budget Plan Agreement*.

Pre-Buy Pricing - You purchase your propane in advance and the price is locked in for a specified period of time. Ask for a copy of the *Pre-Buy Agreement*.

Equipment Fees

Customers have the right to either rent equipment from us or use their own equipment. We charge the following equipment related fees:

Fee for the installation of tanks associated with a new service - Will vary based on your location and complexity of the installation. We are glad to provide a written estimate.

Fee for the replacement of tanks associated with an existing service - Will vary based on your location and complexity of the installation. We are glad to provide a written estimate.

Rental fee for tanks and regulators when using our equipment - Below are our annual rental fees for tanks. This fee includes a regulator, tank blocks and related plumbing fittings to connect to your house yard line.

Size (Gallons)	Annual Rental
24	\$48.00
120	\$64.00
250	\$99.00
320	\$129.00
500	\$159.00

Fee for inspecting tanks and regulators when customer owned equipment is used - This fee is charged prior to initial delivery. Regular hours during weekdays: \$89.00 (Flat fee). After hours during weekdays: \$133.50 (Flat fee). Weekends and holidays: \$199.00 (Flat fee). Additional charges may apply if the system is found to be unsafe or otherwise in need of repair. You will be asked to approve repairs to your system before repair work is undertaken.

Fee for service work on our equipment - No charge unless the equipment or installation has been altered by the Customer, in which case the charges that would otherwise apply to Customer owned equipment will apply.

Fee for service work on Customer’s equipment - Regular hours during weekdays: \$89.00/hr. After hours during weekdays: \$133.50/hr. Weekends and holidays: \$199.00/hr.

Fee for leak checking the Customer's system - Regular hours during weekdays: \$89.00/hr. After hours during weekdays: \$133.50/hr. Weekends and holidays: \$199.00/hr. This fee applies if the Customer has allowed the tank to run empty or has altered any part of the gas system. This work may be included in the fee for inspecting Customer owned equipment.

Regular hourly labor charges for work not covered by the above rates - Regular hours during weekdays: \$89.00/hr. After hours during weekdays: \$133.50/hr. Weekends and holidays: \$199.00/hr.

Regulatory Recovery Fee - This is a \$4.99 charge added to each delivery to cover part of the costs imposed by requirements for State and Federal government safety, training and regulatory reporting. This is not a tax.

Change of Supplier

Customers have the right to change suppliers if they are dissatisfied with the price or service offered. Discontinuance of service is subject to the terms of your contract. The following conditions apply to a discontinuance of service:

- We will remove our container within 14 days of written notification by the Customer if the Customer is discontinuing service. (Note that your Consumer Agreement may specify a specific term of your service.)
- We will notify you of the removal date and approximate time 2 days prior to removal.
- We will charge for the removal of the tank if permitted by your Consumer Agreement. Review your Consumer Agreement. Regular labor rates will apply.
- We will credit you for any propane remaining in the container at the time of removal. You are permitted to be present when the tank or the remaining volume is removed.

Note : At one- or two-family residential properties a replacement supplier may disconnect and move containers owned by others; however the new marketer may not fill a container owned by another marketer. At other properties, another supplier cannot remove, connect, disconnect, fill or refill any propane container without written permission from the owner of the container.

Disconnection

You will be notified seven days prior to disconnection of service for non-payment.

Complaints

The Liquefied Petroleum Gas Board regulates the licensing of marketers as well as enforces safety regulations on LP-Gas systems. The LP-Gas Board does NOT regulate pricing. If you are dissatisfied with the price your marketer is charging, you have the right to change marketers in accordance with the terms of your contract.

1. Complaints or questions should first be brought to the attention of your marketer.
2. If you are not satisfied with your marketer's response and wish to pursue a complaint, contact the Department of Community Affairs at (609) 633-6835 or by e-mail at LPGas@dca.state.nj.us. Complaints by phone should be made Monday through Friday from 8:30 to 4:30.

Key Questions Consumers Should Ask When Changing Marketers (Recommended by the New Jersey Liquefied Petroleum Gas Board)

Because rates and policies differ among marketers, first-time customers or customers considering moving to a new marketer; should be informed enough to ask a few key questions.

- Does the marketer have a current, valid license issued by the New Jersey Department of Community Affairs? The list of licensed marketers is available on the Department's website at www.state.nj.us/dca/codes/lp-gas/licensees.pdf or by calling (609) 633-6835.
- Is there a written description of services that will be provided?
- Is there a charge to install the container and/or related equipment necessary to establish service?
- What is the most economical method of purchasing propane?
- Do you have to call when you need gas or will they schedule your deliveries?
- How often will you receive a delivery? What days are delivery days? Are deliveries made on weekends?
- How much will it cost to receive a delivery outside of your normal schedule?
- Is the price based on your annual usage, the area you live in, the quantity per delivery or other criteria?
- How long after delivery do you have to pay your bill?
- Is there a penalty for a late payment?
- What is the marketer's policy if you need fuel in the winter, but you still have an outstanding bill?
- Does the marketer offer any discounts that apply to you?
- Does the marketer have an equal payment plan?
- Does the marketer install and/or service LP-Gas appliances?
- Does the marketer have a website address?

Be sure to address any other concerns you may have that are not listed above.

Energy Assistance (Recommended by the New Jersey Liquefied Petroleum Gas Board)

The following agency has programs available to assist low-income households with their energy bills. For more information, please contact: Low-Income Home Energy Assistance Program (LIHEAP) 1(800) 510-3102

Safety Recommendations (Recommended by the New Jersey Liquefied Petroleum Gas Board)

- When handled properly, LP-Gas is a safe and efficient fuel source.
- Ask your marketer what procedures they have in place to ensure safety and integrity of the system which serves you.
- Follow all manufacturers instructions for the proper use and care of your LP-Gas appliances.
- NEVER attempt to repair or alter an LP-Gas appliance. Contact your marketer or a licensed service representative for assistance.
- Keep areas around LP-Gas appliances clean and clear of combustibles.
- You, as the customer, are required to maintain clear access to your LP-Gas container at all times.
- An odorant has been added to your LP-Gas so you can detect if your system develops a leak. [Learn what LP-Gas smells like.](#) Your marketer has scratch-and-sniff pamphlets to help your family recognize its distinctive odor.
- [Learn how to turn off your gas supply.](#) Some gas valves require the use of a wrench to operate them. Ask your marketer for assistance if you do not know how to turn off your gas supply.
- Check www.propanesafety.com, www.npga.org, the propane marketer's website or call your marketer for additional safety information.
- Ask your marketer whether all installations and services provided are in conformance with New Jersey Department of Community Affairs regulations.
- If you find an underground container dome or any other LP-Gas container completely submerged in water, turn off the container supply valve and notify your marketer.
- Keep underground container domes clear when it snows in case a delivery is needed.
- Notify your marketer prior to the installation of air conditioning or making any modifications to your home that are within ten feet of the container.

If You Smell Gas (Recommended by the New Jersey Liquefied Petroleum Gas Board)

1. Exit the building, without using the telephone or cell phone, operating any electrical switches or lighting any matches or smoking materials.
2. If possible, turn off the gas at the container or meter valve.
3. Call 911 from a neighbor's home.
4. Do not re-enter the building until the emergency responder tells you it is safe to do so.

Your marketer is required to respond in case of an emergency.