

System-check: also known as a “leak-check”, this charge is assessed if a will-call customer allows their cylinder(s) or tank(s) to run empty; in the event a customer no longer has pressure in their propane system, a system check is an invaluable safety measure to determine if the gas pressure was lost through a leak. This service is also an insurance requirement after **any** interruptions of service, regardless of cause. To avoid this charge, call for deliveries when your propane levels are between 20 and 30 percent.

Off-route: if a customer requests a delivery for the next business day, an off-route charge may be assessed. To avoid this charge, call for deliveries prior to your scheduled date.

Emergency-delivery: if a customer requests an immediate (within 12 hours) delivery, an emergency-delivery charge may be assessed. To avoid this charge, call for deliveries prior to your scheduled date.

Restocking charge/removal:* there is no charge for restocking propane or removing propane equipment, but no refunds will be issued to the customer for propane remaining in the cylinder(s) or tank(s). Smith Propane and Oil does not refund to defray the costs of removing and pumping out cylinder(s) and tank(s) without additional charges.

*Only applicable to residential cylinders and tanks; commercial, agricultural, and industrial accounts are evaluated on a customer-to-customer basis.

Requested system-check: if an immediate system check is requested, the customer will be charged a minimum of two hours' labor unless there is a fault in Smith Propane and Oil's equipment*. The difference between and requested system check and a system check is that a system check can be performed at the same time as a delivery is being made. Regular maintenance on your propane system and appliances can help avoid these charges.

Emergency repair: in the event of an emergency repair, the customer will be charged 1) a minimum of two hours' labor and 2) the cost of any repair** parts, unless the fault lies with Smith Propane and Oil's equipment*.

**A fault in Smith Propane and Oil's equipment is at the discretion of Smith Propane & Oil.

Cylinder and tank rent: there are no rents for cylinder(s) or tank(s) that have been filled to 1X their capacities within the previous 12 months.

Voided service agreement: if a customer discontinues service within 24 months from the date of installation, charges may be assessed.

All the aforementioned charges are for **additional services** that can be avoided with regular system maintenance, attention to propane levels, and a conscientious partnership with Smith Propane and Oil.