

Company Policies

ODORS: When propane tanks become empty, they begin to emit an odor. If you smell gas odors, turn the propane tank(s) off and call Ortega's Propane immediately for service.

REGULAR ROUTE CUSTOMERS: On route deliveries are determined by the customer's usage. The billing is 15 days, anything over 30 days past due will incur a finance charge. No deliveries will be made until the balance is paid in full or payment arrangements have been made (see PAST DUE ACCOUNTS). The customer may call in the percentage if the tank is reading around 20%. If you choose to become a Will-Call customer, you must call our office to make this change. Changes cannot be made through the delivery driver.

WILL-CALL CUSTOMERS: A Will-Call account means we do not automatically deliver propane. You must call our office to schedule a delivery. We require that you call a minimum of 3 business days in advance or when the tank is at 20% so we may work your delivery into the route schedule. If your tank runs empty, we will be required to perform a Leak Test (see OUT OF GAS).

MINIMUM DELIVERIES: Minimum delivery for propane is 100 gallons.

KEEP FULL: Our delivery drivers take the responsibility of keeping your tank full. They will check your tank periodically, depending on your usage, and fill when needed. You won't have to call us to schedule your delivery: it's one less thing for you to worry about. (Must keep card on file).

OUT OF GAS: Due to Federal Regulations, we are required to perform a Leak Test on tanks that have run completely empty. This test is performed at the tank which tests the line and shutoff valves on the appliances in the home. There will be a labor charge of \$95.00 for this test. In the event your system does not pass the Leak Test, you will need to schedule a full Gas Safety Check with our office. However, any customers on automatic delivery that run out of gas will not get charged the Leak Test fee. (See SERVICE).

SERVICE: We charge \$110.00/hour with a 1 hour minimum for service calls. Gas Safety Checks are billed at the hourly rate

RENTAL TANKS: Rental tanks include the propane tank, regulator and blocks. Our tanks represent a substantial Investment; therefore, we require the customer to use twice the capacity of the tank size. If the usage is not met for that tank, a tank rental charge would incur, or storage adjustments can be made. For any rental charges billed to a customer, no refunds of any kind are given if rental charge is not paid, and tank(s) are picked up.

TANK RELOCATION: Rental tanks may only be moved by Ortega's Propane, Inc. If you would like to have your tank relocated, please call our office and arrangements will be made.

SNOW: Customers are required to have their driveways cleared to a width sufficient for the delivery truck to enter (a minimum of 10' wide). Paths need to be cleared to the tank when snow depths reach 1 foot or higher. Warner's Propane, Inc. is not responsible for failure to deliver propane due to conditions beyond the company's control.

DRIVEWAYS: We are not responsible for damage caused by delivery trucks. If you are aware of any conditions regarding your driveway, please let us know in advance.

RENTAL PROPERTIES: Property owners must notify Ortega's Propane, Inc. of changes in tenancy and inform the company of the tenant's name, current telephone number and date on which the tenant plans on taking occupancy. The tenant must call our office to set up an account.

TENANTS: Credit cannot be extended to customers renting or leasing. Renters are Will-Call and C.O.D. only. Payment is due the day of delivery. You may pay the office, the driver or leave a check under the propane tank lid.

PAYMENT METHODS: We accept cash, check and credit Cards (Visa, MasterCard, American Express and Discover).

PAST DUE ACCOUNTS: Deliveries will NOT be made to past due accounts until the balance due has been paid. A balance of 30 days past due will incur a finance charge of 1.5% per month. This charge will be automatically applied to balances not paid before the next billing cycle.

PROGRAMS: We participate in the LIHEAP (fuel assistance) program. Call your local County Assistance office for details.

SERVICE AGREEMENT: For all new propane customers, a service contract must be signed by the day of installation. The customer agrees to stay with Ortega's for a period of at least (1) year. If a customer chooses to expel such an agreement, there will be no refunds issued for gas in tanks. Discontinuation of service will result in a labor charge at the regular rate to pick up the tank(s).

CUSTOMER OWN TANK ACCOUNTS: Normally all these accounts are on a Will-Call/ C.O.D basis (See Will-Call Customers and Out of Gas) because payment is always due on the day of delivery. If a customer wants to be on automatic delivery, payment arrangements must be made with the office.

RETURN CHECKS: Check returned for NSF or for other reasons, will incur a \$35.00 fee.

New Customer

A common question from new customers is "What is involved in switching companies?". The answer is: Not too much. It is generally a quick and simple process that we do hundreds of times a year. Some details are listed below:

The entire process takes only about 2 hours.

- We disconnect and remove your current tank.
- We will install your new Ortega's Propane tank.
- We complete a leak test and re-light your appliances.
- You then can call your prior propane provider and let them know to pick up the disconnected tank.
- Relax! We will take care of you and your family from here on out.

New home? No problem. We will install the required buried propane gas line to connect our Ortega's Propane tank to your home.

Tank Sizes

Depending on your propane needs we can help you select the appropriately sized tank to have installed:

120-gallon tank: Minimum yearly usage of 200 gallons. Rent \$50.00 Annually / Purchase \$1000

250-gallon tank: Minimum yearly usage of 400 gallons. Rent \$60.00 Annually / Purchase \$2000

330-gallon tank: Minimum yearly usage of 500 gallons. Rent \$70.00 Annually / Purchase \$2400

500-gallon tank: Min. yearly usage of 800 gallons. Rent \$90.00 Annually / Purchase \$4200 AG

* This is the most common tank for residential homes. \$4500 UG

1000-gallon tank: Min. yearly usage of 800 gallons. Rent \$110.00 Annually / Purchase \$7000

Leasing Vs. Purchasing A Propane Tank

Most homeowners prefer to lease a propane tank so that they don't have to be responsible for the large upfront cost of purchasing a tank with installation. While leasing a tank often comes with small rental fees, these are nowhere close to the large upfront cost of purchasing your tank. Additionally, when your leased tank needs replacing or work needs to be done on it, Ortega's Propane, who owns the tank, will take care of all the repairs.