



## Mohican LP Gas Company

PO Box 70, Bowler, WI 54416

Phone: 715-793-4832 · FAX: 715-793-4853

### OUT OF GAS POLICY & PROCEDURE

We are very serious when it comes to providing safety to our customers and employees. Therefore, we are informing you of our policy for servicing customers who may run out of gas. We realize there may be times when a customer unexpectedly runs out of gas. Running out of gas creates a very unsafe environment for everyone, especially if these emergency deliveries occur at night and frigid temperatures. Customers who run out of gas may experience a long wait before our LP Driver may deliver to your location.

To provide the safest and quickest service in the case of an unexpected gas outage or possible leak, please observe the following guidelines:

1. Close the service valve on the propane tank.
2. Shut off all appliance valves.
3. Immediately call your LP supplier at (715) 881-0883 or 715-881-0605.
4. It is mandatory you are home (or designated adult over 18 years of age) upon the Mohican LP Driver's delivery so the entire gas system maybe checked for leaks.

#### ❖ IF WE ARRIVE AND NO ONE IS HOME:

- ✓ We WILL NOT delivery your order.
- ✓ The driver will leave an "Out of Gas" tag, instructing you to contact us.
- ✓ This return trip will result in an additional charge.

#### Charges for "Out of Gas" calls:

1. \$150.00 for nonscheduled, after hours, weekend delivery & major Holidays.
2. \$75.00 for Leak and Pressure Check (leased tanks).

*\*The Stockbridge-Munsee Community and Mohican LP Gas Company shall not be responsible for damages resulting from services provided, except if such damage is the result of the misconduct or negligence by Company. Company shall not be responsible for failure to provide services due to shortages, labor unrest, war, natural disaster, or other forces beyond its control.*

The above charges also apply to:

1. Any interruption of service such as replacing or adding a new gas appliance.
2. A change in occupancy.  
\*(Insurance regulations require we test the system with any change of occupancy).

Running Out of Gas causes an unsafe environment for everyone. It is important to remember the following:

1. We require a 1-business day notice for all deliveries.
2. Please watch the percentage of LP in your tank closely and call when your tank is between 20-25%, tanks 250 gallons or less call 30-35%.