

# K-GAS PROPANE

2770 Feather River Blvd., Oroville, CA 95965  
Phone: 530-532-9366 Fax: 530-533-1756  
Business Hours: Monday – Friday, 8:00 a.m. through 5:00 p.m.

## Propane Supply Agreement

This Propane Supply Agreement is between K-Gas Propane, Inc. and responsible paying party:

Name: \_\_\_\_\_ DOB: \_\_\_\_/\_\_\_\_/\_\_\_\_

Delivery Address: \_\_\_\_\_ Cell: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_ Home: \_\_\_\_\_

Billing Address (if different from above): \_\_\_\_\_

Additional Contact Person and Phone: \_\_\_\_\_

Email Address(es): \_\_\_\_\_

I wish to sign up for:     E-statements                       E-Invoices                       Auto Pay

### Please select the following that applies:

- |   |   |
|---|---|
| <input type="checkbox"/> Primary Home (sales tax exempt)    | <input type="checkbox"/> Business/Commercial (sales tax applies)  |
| <input type="checkbox"/> Rental Property (sales tax exempt) | <input type="checkbox"/> 2 <sup>nd</sup> Home (sales tax applies) |
| <input type="checkbox"/> Agriculture (sales tax exempt)     |   |

**Delivery Authorization:** I hereby authorize the following delivery status. I will notify K-Gas if I wish to change this status. I understand that K-Gas reserves the right to change this status due to a delinquent account. (Please initial below)

\_\_\_\_\_ **Regular Service Automatic Deliveries:** Let us keep track of your propane needs and have one less thing to worry about! If you should run out of propane for any reason, there is no fee to restart your service, including the system leak and safety test. You agree to advise us if you have any changes with your propane appliances so we can adjust your delivery schedule. I authorize K-Gas to automatically schedule and deliver propane when my tank reaches approximately 25%. I understand that if I refuse a delivery or my account becomes delinquent, my account will be put on Will Call.

\_\_\_\_\_ **Will Call:** I understand that it is my responsibility to watch my tank gauge and notify K-Gas to schedule a delivery when my tank is no less than 25%. I understand that it may take up to 7-10 business days for a delivery. I also understand that there is a fee if I run out of gas.

\_\_\_\_\_ **Will Call Prepay:** I understand that I am responsible for notifying K-Gas when my tank is no less than 25% to schedule a delivery and will prepay in the office before a driver can deliver. I understand that it may take 7-10 business days for a delivery. I also understand that there is a fee if I run out of propane.

### New Customer Information:

Own Home                       Rent Home

If applicable, Property Owner or Manager contact information: \_\_\_\_\_



**Tank Information:**

Customer Owned Tank Tank Size: \_\_\_\_\_

**Check Here to Lease Tank**

Tank Size: \_\_\_\_\_

Annual Lease Fee: \_\_\_\_\_

To be completed after tank set: Tank Manufacturer: \_\_\_\_\_

Tank Serial: \_\_\_\_\_

**Leased Equipment:** For safety and liability reasons, Customer agrees that only K-Gas will service and deliver propane to our leased equipment. We reserve the right to lock off or pick-up said leased tank due to delinquent account status, account inactivity, or if the tank is serviced by another company. K-Gas needs access to our leased equipment at all times. The annual lease is nonrefundable. In the unfortunate event we have to retrieve our rental equipment, there may be additional fees. We do not refund for fuel left in tank. All fuel sales are final.

**Purchase of Leased Equipment:** If you decide within the first year that you wish to purchase the tank, we will credit back the paid first year's lease amount toward the purchase. If you wish to purchase the tank after the first year, you will not receive credit back for any previously paid rent.

**Propane Usage:**     Heat             Hot Water             Cook Top/Range             Dryer             Generator

Pool             Spa             LP Fireplace    **Other heat source:**  Wood Stove             Pellet Stove

*NOTE: If you heat with wood or a pellet stove, let us know if you run out of these resources and start using propane heat to as this will affect our scheduling.*

**Delivery Instructions:**

**GATE CODE or PROVIDE GATE KEY:** \_\_\_\_\_  
\_\_\_\_\_

**Payment Terms:** Net 30-Due and payable in full 30 days from delivery. Please pay from the invoice that the driver leaves. A reminder statement will be sent at the end of each month if the invoice remains unpaid. We reserve the right to require Customer to pay for propane deliveries or services in advance or on a C.O.D. (collect on delivery) status in certain instances. All fuel sales are final.

**Late & Collection Fees:** Delinquent accounts will be assessed a finance charge as shown on our statements of 1-1/2% per month and are subject to additional late fees. Overdue accounts placed with our collection agency are subject to credit reporting. Customer agrees to pay all costs we incur, including attorney fees if applicable, as a result of trying to collect on an outstanding debt to us.

**Out of Gas Situations or Interruptions in Service:** Any time there is an out of gas situation or an interruption in service we are required to perform a complete system safety and leak check. In order to deliver, an adult must be present as we must enter the residence to complete the test, check all propane appliances and relight any pilot lights. There is a charge if you run yourself out of propane. If we arrive and no one is home, we will leave. A return trip could result in additional charges.

**Special Trip & Service Charge:** In order to minimize costs and maximize efficiency, we do our best to accommodate customer's service requests when we are scheduled in the area. I understand there may be a charge for service work performed by K-Gas. I also understand that there may be additional fees if I request an immediate delivery or service work, during business hours or after hours, and is based on K-Gas availability. Service charges and fees can vary greatly due to the distance involved and/or the time required servicing the request.



**Refusal of Service:** K-Gas reserves the right to refuse service to anyone.

**Propane System Maintenance and Repair:** With exception to the leased propane tank, Customer is responsible for the maintenance and repair of Customer's entire propane system. This includes the regulator and pigtail.

**New Customers & New Equipment Installation:** When installing equipment or when starting new service, we will perform a leak check of the Customer's propane system and document all appliances. We will not place the equipment in service until satisfied that the leak check has been successfully completed. If we have previously serviced an address, as long as there has been no interruption in service and the Customer is not out of gas, we will complete a visual inspection to ensure there have been no changes in appliance since we serviced it last. Any out of gas situation requires another leak check.

**Minimum Delivery:** The minimum for a delivery is 100 gallons. We reserve the right to charge a different rate if your tank does not take the minimum delivery.

**Safety Information**

- For your safety, propane has an odor added so you can detect leaks. It smells similar to rotten eggs, a skunk's spray or a dead animal. Upon request, K-Gas can provide you with a brochure that includes a "scratch & sniff" test to demonstrate if unsure.
- If you smell propane and suspect a leak, put out all smoking materials and any other open flames, do not light matches. Do not operate any appliances, switches or thermostats. Get everyone outside and away from gas equipment. Shut off the gas supply, using the shut off valve at the tank or cylinder. Stay outside and use your cell phone to call K-Gas 530-532-9366.
- Any failed system will be red tagged and the fuel supply turned off until proper repairs are made. In order for us to restore service, a passing pressure test must be performed and the equipment deemed safe again.
- If you experience an out of gas situation you should close the service valve on the propane tank by turning the valve under the tank lid to the right, as you would to turn off a water faucet. Shut off all appliances and contact your propane supplier. In compliance with federal and state regulations, a pressure test will be conducted to check for leaks before the system is restored.

**Access to Equipment:** The Customer agrees that the K-Gas has without prior notice, an irrevocable right of entry and exit to Customer's property to deliver propane or to install, repair, service, or remove the Leased Equipment, or to perform any other services that it deems necessary. Customer agrees to provide the Company with safe, free and unimpeded access to the Leased Equipment, including, but not limited to, access free of ice, snow, water, mud and other hazards, as well as to provide a driveway that is sufficiently sturdy to withstand the weight of a filled propane truck. Customer will mark or otherwise identify the location of septic systems, leach fields, underground ponds and similar underground features as necessary to install the Leased Equipment, perform services and make deliveries. The Customer agrees that K-Gas has no obligation to contact Customer to request access to the Equipment, but instead may suspend service until Customer has provided access as required by this agreement. Customer agrees to promptly surrender Leased Equipment to K-Gas when Customer or K-Gas terminates the relationship for any reason.

**Proposition 65 Public Warning:** The Safe Drinking Water and Toxic Enforcement Act of 1986, commonly referred to as Proposition 65, requires California businesses to warn the public of potential exposures to harmful chemicals which could result from the products they use, make or distribute. K-Gas facilities store and distribute propane to retail customers for various uses. Propane itself is not a listed "Proposition 65 Chemical", but the combustion of propane in appliances, such as cook stoves, heating systems and vehicles using propane, creates harmful chemicals including carbon monoxide, benzene, formaldehyde, and acetaldehyde, all chemicals known to the State to cause cancer, birth defects or reproductive harm. K-Gas encourages all customers to use propane safely. Read and follow appliance manufacturer's instructions on the use, care and maintenance of propane appliances and equipment. Proper ventilation and frequent inspection of propane appliances and equipment by qualified technicians are highly recommended. A warning odorant is added to propane so the leaks of unburned gas can be quickly detected. If a gas odor is detected contact K-Gas immediately.

I have read and understand the information stated above and agree to its terms and agree that I have read and understand the safety information and warnings received.

**Customer's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

*We appreciate your business and look forward to many years of continued service.*

**OFFICE USE:** Route/Zone \_\_\_\_\_ Account # \_\_\_\_\_  
Copy to Customer