

H.A. GEORGE & SONS FUEL CORP.

2009/2010 Season

PROPANE GAS SINCE 1948



LOCALLY OWNED & OPERATED

hageorge.com

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Welcome to the 2009 H.A. George and Sons newsletter. We've compiled some important informational material on propane safety, buying options and policies. We hope you find this information helpful and please feel free to call with any questions. We appreciate your loyalty and thank you for choosing H.A. George.

What a difference a year makes! Fuel prices have dropped from record highs, to prices we haven't seen since 2004. At last, a break from the continuing increases in petroleum products. Now that summer is here we are offering our Budget and Pre Pay plans for the upcoming heating season. Details on both plans will follow or call our office for more information or to sign up.

Unfortunately with the lower rates has come a downturn in our economy. Given this, conservation is as important as ever. If you have an old, inefficient appliance in your home, maybe it's time to upgrade or have your unit tested. H.A. George will do an efficiency test on your furnace or boiler to see if it's running the way it should Propane is efficient and green. Efficiency cannot only make you feel good about your monthly budget, it helps the environment. Propane burns cleaner and produces 15% fewer greenhouse gases than fuel oil. With lower green house gas emissions and low carbon content, propane has less of an impact on the environment than other comparable fuels.

With High efficiency, low maintenance, clean burning products, propane is one of the best values for heating, water heating, generators, cooking and clothes drying.

When it comes to the safety of your family, we need to take many measures to verify that your home, tank, gas lines and appliance are up to code. Please be patient with the process. The codes and insurance company mandate us to carry out these safety practices, to avoid any disruption in your system. We recommend following all the safety information provided in this newsletter, including our delivery policies. Doing so can greatly reduce your risk of running out of gas, unnecessary charges for startups and the overall safety of your home.

If you are unsure of the safety of your system, please call to make an appointment to have it checked.

Just as we appreciate it in the winter when customers clear a path to their tank, we also appreciate it in the summer when customers keep the area around the tank clear of debris. Please remember not to tie animals to or near your propane tank, and keep the area around the tank clear. Placing items on or around your propane tank not only creates a hazard for our drivers, but also for you or public safety personnel who may need to shut off the propane tank in an emergency.

We appreciate your business and look forward to servicing you in the future.

PAYMENT PLANS

Our standard payment terms are net 15 days from the delivery date. Balances that are not paid within 30 days are subject to a finance charge and deliveries will be discontinued until the balance is paid in full. Any account that holds a past due balance over 90 days will become COD, Cash on Delivery and will need to pay for the propane before it is delivered.

Pre-Pay Fixed Price Plan

Pay for all or a portion of your fuel needs in advance. The amount is payable by **August 14th**. The price is fixed and discounted from your regular-posted price. **Additional pre-paid fixed price gallons cannot be purchased beyond August 14th, so please be sure to purchase the full amount you intend to buy for the heating season by that date!** Once you have used your pre-pay gallons or May 31st, whichever comes first, your price will revert to the regular posted price. Any other charges such as service or rental must be paid in order to maintain your credit balance and continue fixed price deliveries.

With either plan, if you have a back balance, it must be paid in full before you begin the next heating season. If you are interested in any one of these plans, please call our office for specific pricing & details.

Our Budget Plan

Customers who wish to pay for their fuel in 12 monthly payments can take advantage of this plan. The plan starts in August and will be based on you estimated annual usage. **All budget payments are due by the 10th of each month.** Credit or debit cards can also be used with the budget plan.

Credit or Debit Card on File

If you wish to keep a credit or debit card account # on file with us, we can automatically charge or debit your account and send you a receipt/transaction confirmation at the end of each month. This payment method can also be used with our budget plan.

Budget & Pre-pay Fixed Price Plan Conditions.

1. Accounts must be current to be eligible for these plans.
2. Force Majeure: Neither buyer nor seller shall be responsible for damages caused by delay or failure to perform, in whole or in part hereunder or to comply with any of the terms hereof, when such delay or failure is attributable to acts of God, strikes, lockouts, fires, floods storms, explosions, embargoes, acts or compliance with requests of any governmental authority (without regard to legal validity), war conditions, accidents, delays in transportation, any allocation program or rationing or priorities in effect pursuant to governmental authority, or any other cause beyond control of buyer or seller or not similar to those enumerated: provided, however, that any such contingency shall not terminate the agreement, but merely suspend its performance, unless it continues for a period.

DELIVERY POLICY

We encourage all customers to be on automatic fill, but if you choose to be a will call Customer, you must call for a delivery when the gauge on your tank is at or above 40%. This will give us enough time to deliver your fuel before your tank becomes empty. We also encourage all customers to have their tanks filled when we deliver: this eliminates unnecessary return trips for our drivers and also reduces the chance of an out of gas situation. (Minimum deliveries are required and minimum delivery charge applies if a customer chooses not to fill the tank. See details.

If your tank does run out of propane, we must have complete access to the premises in order to turn on the gas and check the system. We cannot deliver propane and leave the tank shut off. If you run out of propane because you are a will call customer or have a past due balance,

there is a \$105 charge to turn on the gas and check the system. By strictly enforcing this policy, we feel we can provide better and safer service to our customers.

Minimum Deliveries.

<u>Tank size</u>	<u>Minimum Delivery Fill</u>
50-250 gallon	200 gallons
320 gallon	250 gallons
500 gallon	500 gallons
1000 gallon	

Minimum Delivery Fee:

\$35.00 (applies if you choose not to have your tanks filled at the time of delivery and opt instead to have delivery of only the minimum gallons for your tank size as listed above)

• ATTENTION ALL CUSTOMERS •

SERVICE FEE:

The charge of \$3.83 is instituted on every delivery. This charge represents only a portion of the costs of meeting all the regulatory mandates imposed by federal, state and local government as well as the increases in diesel fuel prices. Rather than incorporate these costs into the price per gallon, we have decided to break them out as a separate charge. We feel this is the most equitable way to distribute these costs.

This fee does not apply to pre buy accounts.

Please feel free to call us if you have any questions or concerns.

LABOR RATES & POLICIES

Regular Rate: We charge a \$75 per hour one man, \$105 per hour for two men, starting from the time our service person leaves the yard or the previous call.

Off Hours/Holiday Rates: We charge \$105 per hour one man, \$135 per hour for two men, starting from the time our service person leaves the yard or the previous call.

SAFETY NOTICE

For your safety, propane has an odor added so you can detect leaks. You and each person using or handling propane in your household must know the smell of propane. **See the enclosed scratch'n sniff brochure to demonstrate the odor.** If anyone is unable to recognize the odor of propane, call us immediately.

Propane is heavier than air: therefore, leaks will initially tend to settle to floor or ground levels. To check for propane carefully smell in low spots.

Under some of the following conditions, you may not be able to smell a gas leak. For example:

Age, colds, allergies, sinus congestion or the use of tobacco, alcohol or drugs may diminish your sense of smell. Cooking or other strong odors may cover up the smell of gas.

In certain circumstances, propane gas may lose its distinctive smell- this is called "ODORANT FADE"

Sometimes propane gas can lose its odor if a leak occurs underground or if there is rust on the inside of the cylinder or piping.

Some people are physically unable to detect the smell of gas. If you are one of these people call us immediately.

For these reasons, it is recommended that you purchase and install propane gas detector(s) according to the manufacturer's instructions as a backup warning device. If anyone using or handling propane is unable to recognize the odor of propane, you should not use it until you have purchased and installed gas detectors(s).

WHAT TO DO IF YOU SMELL GAS

1. Put out all smoking materials and other open flames.
2. DO NOT operate a light switch, telephone, cigarette lighter, appliance or thermostat. Any spark in the area where propane gas is present may ignite the gas
3. Get everyone out of the building immediately.
4. Shut off the gas supply at the tank or cylinder.
5. Call H.A George and Sons Fuel Corp. use your neighbor's telephone if gas odor is in the building.
6. Have your H.A. George service person locate and repair the leak. Have your H.A. George service person restore service and relight your gas appliances. Do not return to the building until you are advised that all leaks have been repaired and it is safe to return.

OTHER IMPORTANT SAFETY RULES

- ✓ Don't allow unqualified personnel to service your propane system or appliances.
- ✓ Don't let your system run out of propane.
- ✓ Don't enter an area where you suspect a gas leak. If you are in such an area leave immediately!
- ✓ Do not try to judge for yourself the level of danger of a gas leak by trying to determine if one smell of gas is weak or strong. All gas leaks pose a serious risk.

Repeated pilot outages could indicate a hazardous condition. Don't attempt to re-light the pilot or service your equipment. Call H.A. George, or another qualified service company.

If one of your gas appliances has been flooded, shut off the gas immediately at the tank. Do not use your gas system again until the wet or flooded equipment has been checked and serviced.

Improperly vented or defective appliances can cause potentially fatal carbon monoxide poisoning. Have your propane systems and appliances periodically inspected by H.A. George or another qualified service company.

Don't tamper with or use tools to operate controls. If controls are difficult to operate by hand call H.A. George or another qualified service company.

Keep combustible products like gasoline, kerosene or cleaners in a separate room from propane appliances. Your appliance pilot light could ignite fumes from these combustibles.

Underground Tank Testing:

Customers who own their own underground tank should call and ask about the anode testing program we offer. All underground tanks should be tested after the first 5 years of installation and every year after. Testing can identify if underground corrosion is occurring and if your tank protection (Magnesium anode bag) needs to be upgraded.

PROPANE SAFETY

We value you as a customer and want to make sure that you have the latest safety information on propane. We have enclosed some brochures on the smell of propane and other safety tips.

We highly recommend that you have your propane systems and appliance periodically inspected by H.A. George or another qualified service company.

CYLINDER SAFETY

1. Contact with liquid contents will cause freeze burns to the skin.
2. Do not tamper with a cylinder. Keep children away from it at all times
3. Cylinders must always be stored and used out of doors. Never store cylinders in any enclosed area, garage or building.
4. When not connect for use, keep cylinder valve turned off. Self-contained outdoor cooking appliances (Barbeques) must be used with a cylinder of 20 lb. capacity or less.
5. Do not use, store or transport cylinder where it would be exposed to high temperatures, such as near a stove, fireplace or other heat sources. The relief valve may open allowing a large amount of flammable gas to escape.
6. Keep cylinder secured in an upright position at all times,(see directional arrow on cylinder) with cylinder valve turned off and lightly plug or capped. A gas leak can result if the cylinder falls over and the valve is damaged. If your cylinder does not have a directional arrow please consult H.A. George or another qualified propane supplier.
7. Propane cylinders contain high-pressure gas. The cylinder must be used with a pressure regulator. Failure to do so will result in a dangerous high pressure gas leak.
8. Each cylinder is equipped with a shut-off valve. Immediately shut off the valve every time the cylinder is not connected for use and every time the cylinder runs empty. Failure to do so could result in a loss of the gas odor warning when the cylinder is refilled.
9. If the cylinder is to be used on travel trailers, motor homes or recreational vehicles, have the gas system checked for leaks by a qualified person before and after every trip. If the vehicle is not equipped with a leak indicator, consider the purchase and installation of one.
10. Insure that all hoses, fittings and regulators are properly protected from heat and accidental damage during appliance use.
11. Do not carry, hold or lift cylinder by its valve.
12. Do not smoke or use ignition source, such as flames or other spark producing tools in an area while handling, using or transporting cylinders.
13. Use all cylinders in accordance with appliance manufacturer's instructions.

For additional safety information and installation codes please visit our website

www.hageorge.com

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LOCAL  **RELIABLE**  **HONEST PRICING**  **No GIMMICKS**