



Massey, Wood & West, Inc.
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Out of Gas Procedures – Policy

To Our Valued Customers:

Massey, Wood & West, Inc. would like to inform you of our policy for servicing customers who run out of gas. Our main concern is to provide a safe environment for your family & our employees. Unfortunately, we realize there may be times when you unexpectedly run out of gas. This can create an unsafe environment for both you & our delivery drivers especially if these emergency deliveries occur late at night. In addition, as a condition of insurability & propane gas association regulations, our insurance carrier requires us to enforce the following out of gas policy:

If you experience a situation where you run out of gas, you should:

- 1) Close the service valve on the propane storage tank.
- 2) Shut off all appliance valves.
- 3) Call Massey, Wood & West, Inc. immediately at 804-355-1721.

It is imperative you are at home so we can check the entire gas system for leaks and light all pilots. IF we arrive and NO ONE IS HOME or we do not have instructions on how to get into the house, and find your tank is empty, WE CAN NOT FILL YOUR TANK. The driver will leave an “Out of Gas” tag, instructing you to call us.

Depending upon staff availability, you may request a special trip other than your regular scheduled day during office hours 8am - 5pm, Monday - Friday. The following is a list of charges:

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| • Customers on “Automatic or Keep Full” | NO CHARGE for accounts in good standing |
| • Customers on "Will Call" and/or “COD” | \$85 |
| • Delinquent Automatic or Keep Full | \$85 |

There may be an **additional charge of \$65 for calls after 2:00 pm, after hours, weekend, or holiday calls** added to the above fees. **Delinquent Account balances must be paid prior to delivery in addition to above fees.**

For our Customers who are will call or COD accounts, as a friendly reminder, in order to avoid running out - always order your next delivery when your tank reaches 30%, this will allow up to seven (7) days for scheduling. Delivery requests can be made after business hours with our answering service. Be sure to leave name, address, telephone number, amount of gallons (we do require a minimum fill) - and if COD - verify payment method.

If you are NOT already an Automatic delivery customer and would like to be put on automatic service at this time, please contact our office to make arrangements.