

**GREAT GAS & OIL CO., DBA GREAT GAS HEATING & AIR**  
910 N. MARINE BLVD.  
JACKSONVILLE, NC 28540

**CREDIT APPLICATION**

Name \_\_\_\_\_ Spouse's Name \_\_\_\_\_

Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_ Cell Phone(Spouse) \_\_\_\_\_

How Long At Address \_\_\_\_\_ Do You **OWN / RENT** Work Phone \_\_\_\_\_

Age \_\_\_\_\_ Marital Status **SINGLE / MARRIED** No. of Dependents \_\_\_\_\_ Email \_\_\_\_\_

Employer/Title \_\_\_\_\_ Address \_\_\_\_\_ Length of Employment \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Mo. Household Income \$ \_\_\_\_\_ Paid **WEEKLY/BIWEEKLY/MONTHLY**

Spouse's Employer/Title \_\_\_\_\_ Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Nearest Relative \_\_\_\_\_ Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Former Fuel Supplier \_\_\_\_\_

Credit References (Example: Credit Card, Car Payment, Etc.)  
**NO PERSONAL REFERENCES**

Name \_\_\_\_\_ Contact/Phone \_\_\_\_\_

Address \_\_\_\_\_ Length of Account \_\_\_\_\_

Name \_\_\_\_\_ Contact/Phone \_\_\_\_\_

Address \_\_\_\_\_ Length of Account \_\_\_\_\_

Name \_\_\_\_\_ Contact/Phone \_\_\_\_\_

Address \_\_\_\_\_ Length of Account \_\_\_\_\_

**MILITARY ONLY**

Rank/Rate \_\_\_\_\_ EAS Date \_\_\_\_\_

**PROMISSORY NOTE**

For value received, I/we promise to pay to the order of GREAT GAS & OIL COMPANY and/or WHIZZ MARTS, INC at their Jacksonville, NC office all monies due. In the event the holder initiates any legal proceedings or incurs any legal or attorney fees in efforts to collect any balance due, such expense may be added to the principal due and the makers shall be liable for the payment thereof as an additional obligation under this instrument. It is clearly understood, as endorser of this note, that I am liable for the balance of this note if delinquent at any time. A finance charge of 1.5% per month (minimum charge of \$5.00) will be applied to the past due balance. This amounts to 18% annually.

Applicant  
Signature \_\_\_\_\_ Date \_\_\_\_\_

Co-Applicant  
Signature \_\_\_\_\_ Date \_\_\_\_\_

# GREAT GAS & OIL CO., DBA GREAT GAS HEATING & AIR

## CUSTOMER OWNED APPLIANCE INSTALLATION

Customer requests for installations of new appliances and equipment obtained by them from outside sources that are not approved vendor brands and models carried by Great Gas & Oil Co., DBA Great Gas Heating & Air will not normally be approved for installation by our company. This also covers used equipment. This policy has been established to ultimately protect both our company and the consuming public and is not limited to the following factors:

- Consumers gain improved liability coverage on the brands and models we sell and service with the combined insurance limits of our approved vendors and manufacturers.
- Our service personnel receive industry specific “in house” and manufacturer training on the appliance brands we sell.
- Great Gas & Oil Co., DBA Great Gas Heating & Air has established warranty procedures through our key vendors and manufacturers for the equipment and appliances we sell.
- In warranty cases on products we sell, Great Gas & Oil Co., DBA Great Gas Heating & Air will can expedite replacement equipment and claim to be processed at a time when the equipment is most needed.
- Requests for installation of used equipment and appliances of unknown origin and circumstance carries the potential for serious liability and consequences that our company **will not** accept on behalf of the customer, i.e. flood damage, internal mechanism and safety control deterioration and tampering.
- Gas equipment and appliances purchased by customers from outside sources such as mass merchandise stores with untrained or ill-informed personnel often require expensive conversions unknown at the time of purchase.
- Great Gas & Oil Co., DBA Great Gas Heating & Air would have no means of, nor sources for, providing warranty assistance on appliances purchased elsewhere by the customer in regards to warranty, labor, parts or replacement.
- Installation of equipment we sell and are experienced with in regards to installation peculiarities and final adjustments ultimately results in less expense and call backs for the customer.

### CUSTOMER DISCLAIMER

In the event that an installation is made by Great Gas & Oil Co., DBA Great Gas Heating & Air personnel of *customer owned* equipment and/or appliance(s), customer has herby been informed and agrees that he/she is responsible for all warranty claims and to the use and merchantability of said equipment and/or appliance(s), customer further agrees that subsequent *calls* for service for the purpose of, but not limited to, adjustment, lighting, instruction, repair, replacement or removal, shall be at Great Gas & Oil Co., DBA Great Gas Heating & Air’s current labor rates plus materials if necessary.

\_\_\_\_\_  
Great Gas & Oil Company  
Company/Affiliate

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Great Gas Representative

\_\_\_\_\_  
Date

# GREAT GAS & OIL CO., DBA GREAT GAS HEATING & AIR

## GAS LOG WARNING AND DISCLAIMER

Provided by  
Great Gas & Oil Co., DBA Great Gas Heating & Air  
And  
Affiliated Companies

You, the owner (user) are directly responsible for the day-to-day continuing use, operation, inspection and periodic maintenance of your log(s). Owner (user) shall not operate any gas log(s) until they have received and thoroughly understand the Owners Operation and Installation Manual specific to their gas log(s) model. **If the owner (user) does not follow exactly the information on the Owner's Operation and Installation Manual, a fire, explosion, and/or sooting may result, causing property damage, personal injury or loss of life.** Changes within your home's structure and environment can lead to serious operational changes in existing gas log use. Removal and replacement of gas log(s) for cleaning, dusting, etc. must be done exactly in the manner described in the Owner's Operation and Installation Manual to avoid improper flame impingement, which will cause sooting problems. Consult your owner's manual.

## CUSTOMER/OWNER DISCLAIMER

Through owner's acknowledged receipt and understanding of the gas log(s) Owner's Operation and Installation Manual, owner (user) has the ultimate responsibility in the day to day continuing safe use, operation, inspection (or provision therefore) and appropriate periodic scheduled maintenance of owner's (user's) gas log(s).

Great Gas & Oil Co., Inc., DBA Great Gas Heating & Air shall only be responsible for the initial installation being completed in accordance to local code and within a workman like manner. Manufacturer's warranty terms and conditions shall be the primary source for claims for defective equipment, etc. for which Great Gas & Oil Co., DBA Great Gas Heating & Air shall assist owner (user) either directly or indirectly as appropriate. The owner (user) hereby acknowledges and accepts the first responsibilities noted with the gas log warning and disclaimer and certifies that they received and understand the manufacturer's instructions provided and agrees to operate owner's (user's) gas log(s) in strict compliance of such at all times while holding harmless Great Gas & Oil Co., DBA Great Gas Heating & Air and its affiliated companies.

\_\_\_\_\_  
Great Gas & Oil Company  
Company/Affiliate

\_\_\_\_\_  
Customer Signature/Acceptance

\_\_\_\_\_  
Great Gas Representative

\_\_\_\_\_  
Date

# Great Gas & Oil Co., DBA Great Gas Heating & Air

## DELIVERY TERMS AND CONDITIONS

**Deliveries of fuel products will be made according to company established delivery and routing schedules.**

- 1 "Keep fill" scheduled deliveries are automatically scheduled and routed in an effort to maintain a customer's continuous fuel supply. Customers with approved credit terms who maintain a current payment status are eligible for this service.
- 2 "Past Due Accounts" Fuel deliveries and service will not be made to customers with a past due balance or if the credit limit has or will be exceeded.

**Various payment arrangements are available through Great Gas & Oil Co., DBA Great Gas Heating & Air. Should you require further information or wish to be considered for a change in terms contact our office.**

- 1 Regular payment terms- Customers with approved credit who maintain account payment status not exceeding 30 days are eligible for charge "keep fill" deliveries up to their authorized credit limit. All payments are due 7-10 days after the date of delivery. Management reserves the right to revoke charge accounts at any time without prior notice.
- 2 Customers that are not eligible for a line of credit may opt to place a credit or debit card on file. This card will be processed the day after each delivery. Should your credit/debit card decline or expire, immediate action will be taken such as; locking the tank or suspension of future deliveries until the card is updated and active again.
- 3 \*\*Budget payment plan- Special payment arrangements allowing the customer to make equal monthly budget payments and maintain a "keep fill" delivery status.
- 4 \*\*Scheduled payments terms- Special payment terms for approved customer accounts can be established for some cases.

\*\*These must be approved by Great Gas & Oil Co., DBA Great Gas Heating & Air.

**All Terms and Conditions subject to change at any time without prior notice.**

# GREAT GAS & OIL CO., DBA GREAT GAS HEATING & AIR

## IMPORTANT INFORMATION ON PROPANE SAFETY

As a valued customer, we want you to know how to properly use propane. It is a flammable fuel that may explode if not properly handled. Please consider the following:

### KNOW YOUR PROPANE SYSTEM:

Your propane system has four basic parts:

1. A tank or cylinder equipped with a main shutoff valve.
2. One or more regulators to reduce pressure between the container and your appliances.
3. Gas piping to carry the propane to your appliance.
4. Gas appliances.

The tank or cylinder is where the propane is stored. The shutoff valve turns the gas "on" or "off". The regulator controls the amount of gas pressure in the system. The piping carries the gas to your appliances.

The most important thing for you to know about your system is where the main shutoff valve is on the tank or cylinder. Know where it is and remember its location. If you are unsure, call Great Gas and Oil Company, Inc. and we will be glad to assist.

### FOR YOUR SAFETY, PROPANE HAS AN ODOR ADDED SO YOU CAN DETECT LEAKS:

You and each member of your family must know the smell of propane. Ask your serviceman to demonstrate its odor. If anyone in your household cannot smell propane, or it smells weak, call us immediately.

Propane is heavier than air and will collect at floor level. Carefully smell at floor level and in low spots to check for propane.

### WHAT TO DO IF YOU SMELL GAS OR SUSPECT A LEAK:

1. Put out all smoking materials and other open flames.
2. Do not operate any appliances, switches or thermostats.
3. Get everyone outside and away from gas equipment.
4. Shut off the gas supply, using the shutoff valve at the tank or cylinder.
5. Call Great Gas and Oil Company, Inc. – use your neighbor's phone – if you smell gas in the house.
6. Stay outside and leave gas off until the leak has been found and fixed.

### IF YOU RUN OUT OF GAS:

Follow these steps:

1. Turn off all control valves on all your appliances.
2. Turn off the shutoff valve on the container.
3. Call Great Gas and Oil Company, Inc. to arrange for delivery.
4. Do not turn the gas back on yourself. Let our driver or serviceman do it. When you schedule your fill, try to be home so our driver or serviceman can relight and check your appliances.
5. It is an important safety precaution to have a serviceman check to see that all safety controls are functioning properly immediately after refilling your tank.

### YOUR PROPANE SYSTEM AND APPLIANCES HAVE BUILT IN SAFETY FEATURES:

To keep them working:

1. Do not allow unqualified personnel to service your propane system or appliance.
2. Do not tamper with gas controls on appliances.
3. Do not let your system run out of propane.
4. Have wet or flooded appliances and controls serviced immediately.
5. Some suggest that propane odor can fade or be covered up by other strong odors. Do not light pilot in areas where there are strong odors, completely ventilate the area first.
6. Call a qualified technician to relight pilots or carefully follow the equipment manufacturer's instructions. We recommend that you call us.
7. Repeated pilot outages could indicate a hazardous condition. Do not attempt to relight the pilot – call your serviceman.

# GREAT GAS AND OIL HEATING & AIR Private Propane Tank Letter of Ownership

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

To Whom It May Concern:

This letter is to verify that \_\_\_\_\_ does own the tank  
(considered personal property of the landowner) located  
at (street) \_\_\_\_\_ (city) \_\_\_\_\_  
(zip code) \_\_\_\_\_. There are no outstanding debts against this personal  
Property, and this property has no liens on it.

Signature:

\_\_\_\_\_

If I owe money for propane gas in my private tank and do not pay for it, I give Great Gas and Oil  
permission to take my tank as repayment for what I owe for propane.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

IMPORTANT SAFETY INFORMATION FOR LP GAS CUSTOMERS

Read immediately—keep for future references

Dear Valued LP Gas Customer:

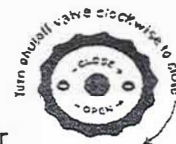
While LP gas (propane) is a very safe and reliable heat source, like all gas, if it leaks, it can cause **injury, death, and property damage**. As your LP gas provider, we take your safety seriously. Therefore, we are sending you this letter to remind you of **safety procedures you must follow** to ensure that you and your family are safe when using LP gas.

**You and your family must read this letter and the attached brochure entitled "Important Propane Safety Information."** Keep it nearby and periodically reread it. Failure to follow the safety precautions in this letter and this brochure could result in a **gas explosion and fire** or death by **asphyxiation** from carbon monoxide (CO) produced from appliances which are not operating or vented properly.

Below are several **precautions** that are in the brochure that we want to highlight:



- If you **smell LP gas, if you think you hear gas escaping, or if a gas detector is alarming**,
  - **IMMEDIATELY** put out all smoking materials and other open flames,
  - **DO NOT** operate lights, appliances, thermostats, garage door openers, telephones or cell phones,
  - **IMMEDIATELY** get everyone out of the building or area where you suspect gas to be,
  - **TURN OFF** the main gas supply valve on your propane tank(s) if it is safe to do so, by turning the shutoff valve to the right (clockwise),
  - **CALL your propane retailer** from a neighbor's home or other nearby building or use your cell phone from a safe location outside the premises and away from the gas leak area.
  - **CALL 911** or your local fire department if you can't reach your propane retailer,
  - **DO NOT** re-enter the building or area until your propane retailer or safety personnel tell you it is safe.
  - **BEFORE** you attempt to use any of your propane appliances, your propane retailer or a **qualified service technician must check** your entire gas piping system to ensure that it is leak-free.
- **LP gas can cause injury, death or property damage if it leaks and ignites. To prevent this, do the following:**
  - Learn what LP gas smells like.
  - Buy, install and maintain at least one **LP gas detector per manufacturer's instructions**, which is designed to alarm when gas has leaked. This is because there are some situations where you may not be able to smell LP gas. If alarm goes off, take the same precautions as if you smell gas.
- **Exposure to Carbon Monoxide (CO) can cause injury or death. To prevent this, do the following:**
  - Buy, install and maintain a Carbon Monoxide detector per manufacturer's instructions, which is designed to alarm when CO is detected. This is because you typically cannot taste or smell CO, which is produced from appliances that are not operating properly
  - Everyone in your home should be aware of the symptoms of CO, including Headache, Dizziness, Fatigue, Shortness of breath and Nausea.
  - if you or a family member shows physical symptoms of CO poisoning, get everyone out of the building and call 911 or your local fire department.
- **DO NOT try to repair, modify or alter your propane piping system or connected appliances. Only allow qualified personnel to work on it.**



- **DO NOT attempt to relight any pilot lights.** If a pilot light has gone out there may be a safety problem. **Call your propane retailer at 910-347-7138 relight all pilots** or contact a qualified service technician to perform service or maintenance on your propane appliances
  
- **AVOID RUNNING OUT OF GAS.** Safety hazards, including fire or explosion can result.
  - If you have run out of LP gas or your service has been interrupted, call us immediately at 910-347-7138 so that we can come out and inspect your gas piping and check for leaks. Arrangements then can be made to relight the pilot lights by a qualified technician.
  - If you have run out of gas, you need to do the following:
    - Close the service valve on your LP gas tank.
    - Shut off all gas valves for appliances that use LP gas.

In addition to the attached documents, you can learn more about safety precautions that need to be taken for safe use of LP gas in your home or business at <http://www.propane.com/residential/>. This website contains a link to a product safety brochure and a product safety manual with extensive information on propane safety. To educate your kids on propane safety, go to <http://propanekids.com/>.