



VIGAS, INC.
POLICIES AND PROCEDURES

Winder: 770)867-6015 Emergency*/After Hours: 770)867-1042 & 770)867-1043

***An out of gas call is only an emergency for KEEP FULL customers. If you did not fill up on your last route day, please call during office hours.**

OFFICE HOURS:

Monday – Friday: 8:30 a.m. to 5:00 p.m.

Saturday and Sunday: Closed

Important safety information

Propane is a colorless, flammable gas. A distinct odorant has been added to help detect a gas leak. Propane is heavier than air and will collect at floor level. Carefully smell at floor level and in low spots to check for propane. Should anyone ever smell this odor, quickly open doors and windows, vacate the building, and turn off the service valve at the tank. Call your gas supplier immediately from an off-premises telephone. Remain outside until the leak has been repaired.

NET 28 Customers

The gas ticket is the final bill and requests payment be made within 15 days. Statements will not be mailed. If a bill is not paid within 28 days, the driver will deliver a statement on your next route day. If you are not prepared to pay the previous bill at this time **NO GAS WILL BE LEFT**. You may pay the driver when he is there or leave payment in the dome of the tank.

C.O.D Customers

C.O.D customers should pay for gas **BEFORE** route day and have the same procedures as Will – Call customers to ensure the best available service. No gas will be pumped until payment is made in full. If you cannot be present upon delivery, payment may be left under the dome of the tank. If you fail to leave payment, special trip procedures will apply.

Will – Call Customers

Should you choose to be a will – call customer, you must call the office **BEFORE** your scheduled route day. Otherwise, our driver will not stop. Special trip charges will apply to will – call deliveries made on days other than on your scheduled route day.

Special Trip

Our routes generally run every 28 days during the gas season. You will be given a route schedule in August to let you know exactly when we will be in your area. When you get gas on your route day you save money. If we make an off-route delivery there will be an extra charge: \$75-weekdays, \$100-weekends, \$200-holiday. The minimum delivery is 150 gallons. Customers with a 120-gallon tank will be charged an off-route fee of \$125 to compensate for less than the minimum of 150 gallons. Keep-full customers are the only exception to this policy.

Budget Program

Vigas offers a budget billing program. This program will allow for set payments throughout the year. The budget program begins in June after you have a history of 3 years or more. Please call the office for more information.

Finance Charges/Late Fees

All payments are due within 15 days of LP delivery. The account will be assessed a finance charge of 2% per month after 28 days. In addition, accounts that are over 60 days will be assessed a late charge of 2% + \$10.00 per month and are subject to C.O.D status.

Out Of Gas Calls

In the event of an out of gas situation or an interruption of service, it is required that a leak test be done. On the second instance of out of gas there is a \$55 charge for the test. An adult **MUST** be present for this test. To avoid additional fees, do not let your tank run out of gas.

Changes to your System

If you have made or plan to make changes to your system, please give us a call. This includes adding or removing appliances or equipment, running gas lines, etc. We will be able to ensure that these changes are made in a safe manner. A special trip leak check fee of \$55 will apply to off route requests.

Summer Season

The last route of the gas season is in April. We do not run routes during the summer months. Routes begin again in August. To ensure that you make it through the summer months, please plan accordingly before your last route day.

Non – Use for Vigas Leased Tanks

Per the lease agreement, for customers who are leasing a tank from Vigas, Inc., a minimum of one full tank of LP gas must be purchased per year or you are subject to an additional fee. This fee will be assessed on the anniversary date of your agreement.