

VIGAS, INC.

POLICIES AND PROCEDURES

Winder Office: 770)867-6015

OFFICE HOURS:

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

Saturday and Sunday: Closed

Emergency*/After Hours: (828) 735-5988 or (678) 863-0092

***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.**

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.

***** Save Money ***:** 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. Route schedules are also on our website. **When you get gas on your route day you save money.** We encourage customers to pay monthly into your account to **BUILD A CREDIT** for the peak season. Drivers know to automatically pump credit on the account.

****This spreads the payments through the year and saves you from large bills during the peak season****

Auto-Fill / Keep-Full: Deliveries are made in Aug and every 28 days from Oct through April each season. Auto-Fill customers enjoy the convenience of being topped off on each delivery unless alternative delivery amount is requested. The gas ticket is the final bill and requests payment be made within **15** days. Statements will not be mailed/mailed unless requested. **Please pay each bill within 28 days to avoid service interruption.** Payment Options: pay the driver when he is there, leave payment in the dome of the tank, pay online, mail in payment, or leave in drop box prior to next delivery. ****Note: If you ask to be skipped or do not fill completely on route day, Special Trip Fess will apply if Off-Route Delivery is required.**

C.O.D Customers: C.O.D customers are required to pay for gas **BEFORE** route day (see route schedule) 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. **** Special Trip Fees apply if Off-Route delivery is required.**

Will-Call Customers: Should you choose to be a Will-Call customer, it is your responsibility to watch your gauge, and you must call the office **BEFORE** your scheduled route day (see route schedule) to order gas. Driver **WILL NOT STOP** unless credit is on account or a request has been made prior to route day. **** Special Trip Fees apply if Off-Route delivery is required.**

**** Special Trip **:** If we make an off-route delivery there will be an extra charge: **\$50 fee for Over 400 Gallons / \$100 fee for 200 to 400 Gallons / \$150 fee for Under 200 Gallons.** There is a fixed **\$250 fee for weekends, \$300 fee for holidays.** The minimum delivery is **150 gallons.** Customers with a 120-gallon tank will be charged for **100 gallons of LP and an off-route fee of \$150.**

Budget Program: Vigas offers a budget billing program. This program will allow for set payments throughout the year. The budget program runs year-round and can be started at any time and adjusted throughout the year. Please call the office for more information.

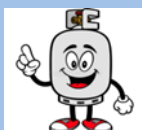
Finance Charges/Late Fees: **All payments are due within 15 days of LP delivery.** The account will be assessed a finance charge of 2% per month after 28 days. In addition, accounts that are over 60 days will be assessed a late charge of 2% + \$10.00 per month and are subject to C.O.D status.

Out Of Gas Calls & Service Calls: In the event of an out-of-gas situation or an interruption of service, it is required that a leak test be done. An adult **MUST** be present for this test. To avoid additional fees, do not let your tank run out of gas. For any additional service needs please call the office to schedule.

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 \$150 will apply to off route requests.

Summer Deliveries: Pools/Hot Tubs etc.: Call the office to set up Summer Deliveries. Deliveries are Will-Call in May, June, July, and Sept. To ensure that you make it through the summer months, please plan accordingly before your last scheduled 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.



ONLINE PAYMENTS ARE NOW AVAILABLE
PLEASE VISIT OUR WEBSITE @ **VIGAS-INC.COM**
TO REGISTER, YOU WILL NEED YOUR CUSTOMER ID & ACCOUNT NUMBER.
PLEASE CALL THE OFFICE FOR THIS INFORMATION.

