



Pirkl Gas Inc.  
204 Mineral Springs Road  
Owatonna, MN 55060

451-7380  
1-800-21-4-FUEL  
1-800-214-3835

## **PROPANE DELIVERY AND PAYMENT POLICIES**

**Thank you** for choosing Pirkl Gas Inc. as your propane supplier. Below you will find our Propane Delivery and Payment Policies. We encourage you to call us if you have any questions at all.

### **Keep Full Accounts:**

Customers on this program are automatically on a keep full delivery status. The customer must have previous propane fill paid for before another fill can be delivered. We do ask that if you notice your tank is at or below 25% to please call our office.

### **Will Call Accounts:**

Customer is responsible for checking their tank and calling us when a 1,000 gallon tank is no less than 10% and any other size tank is no less than 25% to avoid any special trip and pressure check charges. We also need at least a 48 hour business notice to avoid any of these extra charges. Customer must have previous propane fill paid for before another fill can be delivered.

### **Delivery Gallons:**

Our minimum fill requirements on a will call or COD account are: 300 gallons for a 360 to 1000 gallon propane tank, and to fill the tank for any size less than a 350 gallon propane tank. There is no minimum fill requirement on keep full accounts. There will be a minimum fill fee applied to accounts requesting a less than minimum fill delivery.

### **Pre-Pay Contracting Accounts:**

This allows customers to purchase their propane gallons for the heating season without taking physical delivery of the product until it is needed. These accounts are automatically on a keep full delivery status. Details are listed on the contract.

### **Monthly Budget Contracting Accounts:**

This also allows the customer to purchase their propane needs for the heating season without taking physical delivery of the product until it is needed, based on a 12 equal monthly payments plan. These accounts are also automatically on a keep full delivery status. Details are listed on the contract.

### **COD Accounts:**

A full cash or credit card payment needs to be made at our office before we can deliver any propane to the tank. To avoid any special trip charges and pressure check charges the customer is responsible for checking the tank and calling us when a 1,000 gallon tank reads no less than 10% and any other size tank reads no less than 25%. We also need at least a 48 hour business notice to avoid any of these extra charges.

### **Out of Gas Policies:**

Our insurance company mandates that we cannot fill an out of gas call unless the customer is present. We are required to do a pressure check and inspection on the complete piping system before lighting any pilot lights and starting all gas appliances. This safety procedure ensures that the system is running properly and there are no leaks detected. If we are unable to enter the premises to do the proper testing on the system, we are required to disable the system until the customer contacts us to make arrangements to complete the testing. Customers who are on WILL CALL or COD will be charged a fee for this testing, which must be paid at the time of the testing. *If you are on keep full and your account is current and you happen to run out of propane, there will be no charge for the testing.*



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## **PROPANE DELIVERY AND PAYMENT POLICIES CONTINUED**

### **Delivery Charges / Fees / Credit/Debit Card Fees:**

#### **COD / WILL CALL Special Trip / Pressure Check Charges – Without a 48 hour business notice**

Monday-Friday special trip charge during business hours - \$125.00

Monday-Friday special trip charge after business hours - \$175.00

Weekend & Holiday special trip charge - \$250.00

\*Pressure Check scheduled during business hours - \$75.00

**\*Pressure check fee does not include any necessary repairs to bring the system to code\***

\*Pressure Check after business hours - \$150.00

**Less than Minimum Fill Fee** - \$60.00

**Service Call** - \$80.00 which includes the first hour

**Tank Setting** – It's best to call us prior to a tank setting as each tank set is different and without knowing the situation it's difficult to list the costs that would/could be involved

**Tank Pump out Fee** - \$80.00 per hour to pump out propane

**Propane Refund to Account** - \$.50 per gallon less than Pirkl Gas's truck price on the day of the pump out

**Credit / Debit Card transactions** are subject to a 3% convenience fee. If you would like us to keep your credit / debit card information on file for future use we will need you to complete and sign an authorization form

\*Above delivery and payment policies are subject to change at any time without notice to the customer\* (Revised 2/27/2020)

