

March 2011

Fick & Sons propane policy change -Customer safety priority Issue

Propane: Out of Gas policy and procedure

If customer is **out of propane** the following will apply:

-Customer needs to be **home at time of delivery.**

-If customer is not able to be home, they may have someone else come on their behalf, ie; neighbor, friend, relative ect.

-If it is not possible to have anyone at the home, customer may leave a key for our service department with permission to enter home to re-light appliances.

Upon filling tank, a leak-test is to be conducted and all appliances are to be re-lit by **Fick & Sons personnel.**

A return **service fee of \$150.00** will be charged if Fick & Sons must return to customers home to conduct the leak test and re-light appliances.

Check your tank guage ---It is very important to **not let your tank run out of gas!**