



P.O. BOX 1  
RIOOSO, CA 95674  
OFFICE: (530) 633-2626  
FAX: (530) 633-2442

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## GAS CHECK POLICY & PROCEDURES

To comply with recent Insurance requirements a Gas Check must be completed for all accounts. This Gas Check is performed to ensure, for the safety of the consumer and our employees, that the tank and all appliances are in proper working order. A Gas Check **MUST** be performed on all properties Herger Gas delivers propane to.

First Gas Check at Property: No Charge

If repairs are needed: Minimum \$65.00 per hour Labor Fee + Cost of Parts.

The customer on the account must be present at the time of the Gas Check.  
(NO EXCEPTIONS!)

For Landlord Accounts: A Gas Check needs to be performed anytime a new tenant moves into the property. We recommend that the landlord inform the tenant, before ordering gas, to contact us to set an appointment.

### Gas Check Procedures:

1. Check for leaks in piping between the house and tank.
2. Make sure tank is correct distance from house.
3. Will check condition of tank, regulator, gauge, fittings and pigtail.
4. Check each appliance, one at a time, for leaks.
5. Make sure flame is working properly on all appliances.
6. Check for proper ventilation around all appliances.
7. Check for carbon monoxide.
8. Place Safety Decals on the proper appliances.
9. Will show residents how to turn off gas in case of an emergency.
10. Will have resident smell propane, so the odor can be easily detected, in case of a leak.
11. Leave Consumer Safety Info and Materials with the resident.

If any appliance is found to be unsafe, and repairs are not done at the time of inspection, it will be removed from service by capping off the line. If someone else does the repairs, we will not re-inspect unless notified. If a re-inspection is requested, no fees will be charged.

The amount of time it may take varies. Please allow at least two hours for this check.  
**Please contact our office before your next delivery to schedule a Gas Check.**  
Thank you for your cooperation!



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## OUT-OF-GAS POLICY

To our Valued Customers:

To comply with recent Insurance requirements this is to inform you of our policy for servicing customers who run out of gas. We are in business to serve you and provide a safe working environment for our employees. Unfortunately, we realize there may be times when you unexpectedly run out of gas. This can create an unsafe environment for both you and our delivery drivers. In addition, our drivers run regular routes to maximize their efficiency and minimize operating costs, which keeps our gas costs to our customers competitive. **Customers who run out of gas may experience a long wait before the delivery driver can bring gas to your location.**

If you experience a situation where you run out of gas, you should:

1. Close the service valve on the propane storage tank.
2. Shut off all appliance valves.
3. Call your propane supplier immediately.

**It is imperative that you are at home so we can check the entire gas system for leaks and light all pilots. If we arrive and no one is home, and find your tank is empty, WE WILL NOT fill your tank. The driver will leave an "Out of Gas" tag, instructing you to call us.**

If you request a special trip during our office hours, 8a.m.-4p.m., Monday-Friday, the following is a list of charges:

- |  |  |
|--|--|
| . Customers on "Schedule Delivery Service" | NO CHARGE                              |
| . Customers on "Will Call"                 | \$100.00 during regular business hours |

**After hours service will be charged overtime rates**

**Customers that have delinquent accounts must pay FEES AT TIME OF DELIVERY**

*As a friendly reminder, in order to avoid running out-always order your next delivery when your tank reaches 25%.*



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Dear New Customer,

Welcome to Herger Gas Company! Enclosed you will find a Credit Application, which once approved, will allow your future deliveries to be charged and your tank will be placed on a regular "Scheduled Delivery Service" route.

If you choose not to complete the credit application, your account will remain on a C.O.D. "Will Call" basis.

We would like to take this opportunity to make you aware of a few helpful facts:

- We recommend that you do not let your tank get below 30%. Please keep in mind that in winter it may take up to 10 working days before we will be able to deliver to your tank.
- Delivery requests can be made after business hours by calling our office and leaving all necessary information with our answering service.
- Our minimum delivery is 100 gallons.
- C.O.D. customers need to make arrangements with our office staff for amount to be collected. If payment is unavailable to the driver, we will not deliver the propane.
- We have a **referral reward program**! For every opened referred account, we will give you a \$25.00 credit on your account!

To avoid any outage, we strongly advise that you complete and return the Credit Application.

Please take the time to read the enclosed safety material; the red leaflet, our Company Out-of-Gas & Gas Check Policies, and Will Call Procedure. Your signature is required on the enclosed tax exemption certificate to be tax free. Please return it to our office in the self-addressed, stamped envelope.

Please do not hesitate to call our office if you have any questions. Thank you for allowing Herger Gas Company to serve your propane needs.

Sincerely,

Herger Gas Co. Inc.



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## WILL CALL PROCEDURE

Customers on "Will Call", means that the customer is responsible for checking the amount of propane in their tank and calling in when they need propane.

We recommend that you do not let your tank get below 30% as we will need 7 to 10 working days to route you in for delivery.

Delivery requests can be made after business hours by calling our office and leaving the information with our answering service.

Give your name, address, phone number and percent of propane in your tank.

If you are a C.O.D. account, you will need to make arrangements with our office staff for amount to be collected. Someone must be there to pay or payment may be left under the tank lid in a zip lock bag. We will not deliver fuel to C.O.D. customers, if the payment is not available.

Our minimum delivery is 100 gallons.

Please do not let your tank run out of propane, if possible. If you run out of propane, that activates a service call for lighting pilots to various appliances. There can be a service call charge of \$45.00.

To keep your bill at a reasonable cost, we recommend filling your tank when at 40% or 50%.

If you have any questions, please feel free to call our office.

We appreciate your business and look forward to serving your propane needs.

Herger Gas  
Customer Service



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## DELIVERY STATUS AUTHORIZATION

I hereby authorize the following delivery status by Herger Gas. I will in writing notify Herger Gas if I wish this status to change.

\_\_\_\_\_ 1. Scheduled Delivery Program: (upon credit approval) will allow this account to be placed on a regular routed system. I agree Herger Gas will maintain the deliveries to this account. If I refuse delivery I will automatically be put on a "will call".

\_\_\_\_\_ 2. Will Call Program: I understand that I am responsible to notify Herger Gas when I need a delivery. I agree I should not let my tank run lower than 40%, and I will allow Herger Gas 3-5 working days to route my delivery.

We appreciate your business. Thank you for allowing Herger Gas to serve your propane needs.

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

Home phone # \_\_\_\_\_ Daytime phone # \_\_\_\_\_



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## CREDIT CARD AUTHORIZATION

**In order to simplify your bill paying, we now offer the following options:**

- ☐ I hereby authorize Herger Gas to apply all charges to my credit card designated below, until revoked in writing by me.
- ☐ I hereby authorize Herger Gas to apply charges to my credit card per my telephone request, until revoked in writing by me.

**If you wish to make payment by credit card, please check one of the following types of cards:**

- ☐ MASTERCARD
- ☐ VISA

Credit card Holder \_\_\_\_\_

Account Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

Drivers License # \_\_\_\_\_

Three digit credit card code # \_\_\_\_\_ (on back of card)

I understand that by signing below, I am liable for all charges incurred on my account. This authorization will remain in effect until revoked in writing and verified received by Herger Gas.

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

Telephone Number \_\_\_\_\_

Appendix A -

EXEMPTION CERTIFICATE

STATE BOARD OF EQUALIZATION

Qualified Sales and Purchases of Liquefied Petroleum Gas (LPG)

SELLER'S NAME <b>HERGER GAS</b>
SELLER'S ADDRESS (Street, City, State, Zip Code) <b>1092 Fourth Avenue Rio Oso, CA 95674</b>

The undersigned purchaser hereby certifies that the LPG will be used by a qualified person, as applicable, and in the manner as specified below (check applicable box and complete as necessary):

- ☒ **LPG used in a Household Activity\*** – In accordance with Revenue & Taxation Code Section 6353(b), 100 % of the LPG purchased will be delivered by the seller into a tank with a storage capacity equal to or greater than 30 gallons for use in a household activity at the primary residence, which is not serviced by gas mains and pipes, of: 1) the purchaser; 2) a person described in Codes 0711 to 0783 of the Standard Industrial Classification (SIC) Manual, that assists a person engaged in an agricultural business described in Codes 0111 to 0291 of the SIC Manual ("qualified person"), or an employee of a qualified person where the LPG is purchased by such qualified person on behalf of the person that assists a qualified person in producing and harvesting agricultural products, or on behalf of the employee of that qualified person in producing and harvesting agricultural products; or 3) a renter or tenant where the LPG is purchased by a landlord or management company on behalf of the renter or tenant.
- ☐ **LPG used in an Agricultural Activity\*** – In accordance with Revenue & Taxation Code Section 6353(b), \_\_\_\_\_ % of LPG purchased will be delivered into a tank with a storage capacity equal to or greater than 30 gallons and used in producing and harvesting agricultural products, and will be purchased by: 1) a person engaged in an agricultural business described in Codes 0111 to 0291 of the Standard Industrial Classification (SIC) Manual ("qualified person"); or 2) a person described in Codes 0711 to 0783 of the SIC Manual, that assists a qualified person; or 3) an employee of the qualified person.

\* This certificate will be considered a blanket certificate for future purchases, unless otherwise specified. If this is a specific partial exemption certificate, provide the purchase order or sales invoice number in the following space:

I understand that if the LPG is not used in the manner qualifying for the partial exemption, or if I am not a qualified person, as applicable, that I am required by the Sales and Use Tax Law to report and pay the state tax measured by the sales price of the LPG to me. I also understand that this exemption certificate is in effect as of the date shown below and will remain in effect until revoked in writing.

PURCHASER'S NAME OR COMPANY NAME (If applicable)		DATE
SIGNATURE (signature of the purchaser, purchaser's employee, or authorized representative of the purchaser)		PERMIT NUMBER (If applicable) <sup>1</sup>
TITLE		TELEPHONE NUMBER
ADDRESS	CITY	STATE, ZIP

<sup>1</sup> If you are not required to hold a seller's permit, please enter "Not Applicable."

# HERGER GAS APPLICATION FOR CREDIT

<b>NAME OF ACCOUNT:</b>		
LAST NAME (OR COMPANY NAME)	FIRST NAME	INIT.
<b>NAME OF SPOUSE:</b>		
LAST NAME (OR COMPANY NAME)	FIRST NAME	INIT.
STREET LOCATION OF TANK(S)		
STREET ADDRESS	HOME TELEPHONE NUMBER	DAYTIME TELEPHONE NUMBER
CITY	STATE	ZIP CODE
<b>BILLING ADDRESS: (COMPLETE ONLY IF DIFFERENT FROM ABOVE)</b>		
STREET ADDRESS	HOME TELEPHONE NUMBER	DAYTIME TELEPHONE NUMBER
CITY	STATE	ZIP CODE

<b>INFORMATION ABOUT YOU</b> SS # _____ DRIVERS LIC. # _____ EMPLOYER OR TYPE OF BUSINESS _____ EMPLOYER ADDRESS _____ EMPLOYER PHONE _____ HOW LONG? _____ APPROX. MO. INCOME _____	<b>INFORMATION ABOUT YOUR SPOUSE</b> SS # _____ DRIVERS LIC. # _____ EMPLOYER OR TYPE OF BUSINESS _____ EMPLOYER ADDRESS _____ EMPLOYER PHONE _____ HOW LONG? _____ APPROX. MO. INCOME _____
<b>INFORMATION ABOUT YOUR HOME</b> OWN <input type="checkbox"/> BUYING <input type="checkbox"/> RENTING <input type="checkbox"/> MONTHLY PAYMENT \$ _____ HOW LONG AT PRESENT ADDRESS _____ IF LESS THAN 2 YEARS., PREVIOUS ADDRESS _____ LANDLORD OR MORTGAGE HOLDER : _____ LANDLORD'S ADDRESS & PHONE #: _____	

## HERGER GAS ACCOUNT AGREEMENT

In consideration of your allowing purchase to be charged to my account and in compliance with the Federal "Truth-In-Lending" law, each of the undersigned jointly and severally (As BUYERS), agree with Herger Gas (as SELLERS) as follows:

- 1 To pay the balance of my account on or before the 25th of the month following date of purchase.
2. No **FINANCE CHARGE** if account is paid when due.
3. Your account shall be subject to a **FINANCE CHARGE** if the account or portion thereof is not paid by the 25th of the month following first statement.  
 The **FINANCE CHARGE** is a "periodic rate" of 1½ % per month or an **ANNUAL PERCENTAGE RATE** of 18% on balances due. ( Minimum charge of 75 cents on balances under \$50.)
4. Balances due must be paid in full prior to additional deliveries of L.P. Gas.
5. SELLER or BUYER may at any time terminate this charge account upon notice to the other party.
6. Reasonable collection or attorney fees and court costs may be charged if this agreement is referred for collection to an attorney or collection agency.
7. To assure an adequate supply of I.P. Gas, I allow and be responsible for deliveries of L.P. Gas without signature and that adjustments will be considered for five days only.

**NOTICE:** The Federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on basis of sex or marital status. The Federal Agency with administers compliance with this law concerning Herger Gas is the Federal Trade Commission, Washington D.C. 20418

### PLEASE READ THE FOLLOWING CAREFULLY BEFORE SIGNING

I/We certify that the foregoing information has been supplied truthfully, accurately and voluntarily, and therefore authorize the named creditor to investigate my/our creditworthiness, credit history and financial responsibility through any credit bureau or by any reasonable means, including direct contact with past and present creditors. I/We also authorize banks and other financial institutions to give information to the named creditor in connection with this transaction about my/our savings and checking accounts and loans. If credit is extended as a result of this application, I/We agree to make payment promptly in accordance with the creditors usual terms.

I acknowledge receipt of a copy of the agreement signed by me.

#1 Buyers Signature \_\_\_\_\_ Date \_\_\_\_\_

#2 Buyers Signature \_\_\_\_\_ Date \_\_\_\_\_