

Guidelines for a Worry-Free Winter!



IMPORTANT SAFETY NOTICES & COMFORT TIPS

Thank you for your business.

Below are helpful tips to ensure your propane appliances run smoothly and continuously throughout the winter.

- **Keep Driveway Clear of Snow and Ice** – To ensure safe access to your propane tank, please keep snow and ice cleared from your driveway and sand all inclines. A propane delivery truck is approximately two feet wider than a passenger car and much taller, so please keep trees/bushes that line your driveway trimmed, including low-hanging branches. If our delivery person is unable to navigate your driveway without obstruction, we will not be able to fill your tank, which could result in a special delivery/trip charge and/or you running out of fuel.
- **Keep Equipment Clear of Snow and Ice** – To prevent a gas leak, please keep your propane tank, equipment and piping clear of snow and ice accumulation. The weight of these elements could eventually break gas connections.
- **Keep Gas Appliance Vents Clear of Snow and Ice** - To avoid gas fumes from becoming trapped in your home, please make sure that your chimney and rooftop, as well as all gas appliances vented through the roof or walls remain clear of snow and ice. Should snow or ice cover a vent, the appliance may stop operating.
- **Mark Location of Underground Tanks** – Please mark the location of your underground tank and provide a clear pathway. This will aid our efforts to keep you supplied with gas all winter.

Seasonal/Vacation Home Important Notice:

Due to varying propane usage in weekend/vacation homes, it is difficult for us to prevent an out of gas situation as we are not aware of when the home is in use. So, if you leave your weekend/vacation home unattended at any time during the year, please take special precautions for monitoring your propane level. For example, ask a year-round neighbor to check the gauge on your propane tank. When the percentage falls below 30%, call Augusta Fuel Co for a delivery. If there is no gauge on the tank, call AFC if temperatures are colder than normal and/or your propane usage increases.

Will-Call Customer Important Notice:

If you keep track of the propane in your tank and call for deliveries, please note that by law, we must perform a gas line leak test any time the gas flow is interrupted. This includes all out of gas situations. As a will-call customer, please regularly monitor your gas tank gauge reading. Call us to schedule a delivery when the percentage falls below 30% to avoid running out of gas. If your tank runs out of gas and/or you require an emergency delivery, additional charges may apply.

If we are unable to safely access your tank or home without obstruction to make a delivery, or you are a will-call customer, Augusta Fuel Co. will not honor claims for any damages due to freeze-ups or related problems caused by an out of gas situation.

Any claims should be processed through homeowner's insurance.

Thank you for your help!

WWW.AFCCOMFORT.COM

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