

Administrative Office

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LCC Company Policies

OUT OF PROPANE AND SHORT NOTICE CHARGES:

If you are out of propane, someone must be present to provide access for our deliveryman to your home or business to relight the pilot lights, do a leak, flow, and lockup check. These procedures are for your safety. If you run out of propane and disconnect the line from the large tank and connect it to a small tank (example 20# - 100#), we will automatically pick up the leased tank and you will have to find another supplier. If you are on will call or on a cash only basis and you run out of propane, on the third out of gas situation, the tank will be picked up and you will need to find another supplier.

EXTRA CHARGES ARE:

\$50.00 for a leak test on a run-out to put system back into service.

\$150.00 for a run-out when less than 5 days' notice for propane delivery (includes leak test charge).

\$250.00 for out of propane charge for after hours, weekends, and holidays (after hours delivery includes any orders after 3PM).

*If your tank lease is not paid, no propane will be delivered.

Minimum delivery is 250 gallons or a fill to receive the posted price.

*We reserve the right to charge if there is not an open trail to the tank and or if driveway is not cleared.

ROUTE DELIVERY OPTIONS:

Scheduled Delivery - Scheduled delivery means that LCC will make periodic deliveries of LP, filling your tank to its capacity. It does NOT mean that LCC will guarantee that you will not run out of gas. You must monitor the level of your tank and call LCC if your tank gets below 30%. Because many factors influence how much LP each customer uses at various times during the heating season it is impossible for LCC to guarantee an uninterrupted supply of LP. If your account becomes past due, LCC will stop making deliveries to your home. This may cause your tank to run out of LP, which may cause an interruption in your heating, damaging your home and property. **During the winter months, your driveway must be kept plowed and accessible or we will not be held responsible for making a delivery.**

Will call - This means it is your responsibility to call us when the gauge on your tank shows around 30%, and that in turn gives us 5 working days to get your propane delivered. If delivery is needed within 24 hours of ordering and the truck is **NOT** in your area or you are out, extra charges **WILL** apply.

*The purchase of a LP Pre-pay Contract does NOT automatically put you on a scheduled delivery route, or cover annual tank rental.

* If you are on a scheduled delivery and change to will-call for any reason, including COD status, you must contact us to be put back on scheduled delivery.