



Propane Safety & Out of Gas Policy

Donahue Gas is committed to providing you with propane in the safest way possible and safely for our employees. Unfortunately, there are times when you may run low or even out of propane. This could create an unsafe environment for you and even our delivery drivers, especially if this happens at night.

Should you run out of propane:

Close the service valve on the tank

Shut off appliance valves

Call Donahue Gas at 1-800-642-4941

Safety videos and other safety information can be found at donahuegas.com

Donahue Gas follows codes and standards set forth by the industry for your safety. Should there be a delivery to an empty tank or you have an interruption of service, we must perform a *GasCheck*. This test checks the integrity of the propane system from tank to appliances in the house for leaks. To restore the gas service safely at your property, this must be done with an adult home, that can let us into the house to check appliances and re-lite any pilots that need re-lit. Should our driver determine a leak is beyond the second stage regulator, we cannot restore gas service until the leak is repaired by a qualified technician. The system will be shut down until it is fixed, and another *GasCheck* can be performed to prove the system is leak free.

If your account is set up on a *Keep Full* and run out of propane, the *GasCheck* and any emergency calls will be done at no charge to you. If your account is set up on *Will Call* and run out of propane, a *GasCheck* and same day delivery/after-hours charges will apply.

Suggestions to avoid being out of gas

Be placed on our *Keep Full* program

If on a *Will Call* plan, request delivery before tank reaches 20% propane left

If on a *Will Call* plan, allow for up to 5 business days for delivery to be routed in

Current Charges

(*Will Call/C.O.D* accounts)

Out of gas *GasCheck* fee:

\$65.00

Same day delivery

\$125.00

After hours delivery

\$200.00

Holiday delivery

\$275.00

If your account is *Will Call/C.O.D.* and you run out of propane three times within a 24 month period, we will have to switch your account to *Keep Full* and have a credit card on file or credit balance on account to continue to service your account safely. This policy is implemented for your safety, as well as ours. Please watch your tank level and call in early for your propane deliveries.

Thank you for choosing Donahue Gas as your propane supplier, and we hope to continue to provide warmth and comfort that you rely on in the safest manner possible.