

## Initial Account Setup

ComFurT Gas Inc (COMFURT) account setup:

Before COMFURT can deliver propane to a new account, a Customer Information Form and Propane Tank Lease Agreement (if applicable) must be filled out and returned.

**Where there is no tank** and COMFURT will be installing a leased tank.

Charges:

- a) Parts & Labor required to complete the connection from COMFURT's tank to the exterior stub-out of the house,
- b) The currently effective annual tank rent,
- c) The LP currently in the tank, and
- d) County Mechanical Permit (if applicable).

**Purchasing a Tank** from COMFURT.

Charges:

- a) Parts & Labor required to complete the connection from the tank to the exterior stub-out of the house,
- b) The current market price of the tank,
- c) The LP currently in the tank,
- d) County Mechanical Permit (if applicable).

**Where a COMFURT tank is in place** you will be charged at the time of the tank percentage level reading:

- a) The current annual tank rent,
- b) The LP currently in the tank, and
- c) Any additional LP delivered.

A **Probation Period** exist for all new customers. During this period customers are required to pay 1/2 of the initial bill and return the required Customer Information form within 15 days of the initial tank reading or tank set. The remaining balance must be paid for by the 15th of the month following the original charges. If these requirements are not met, the account may be changed to a COD (cash on delivery) basis for future deliveries. Keep in mind there will be no future deliveries until the completed paperwork has been returned and all amounts due have been paid.

## Gas System

### MINIMUM GAS SYSTEM REQUIREMENT

#### Safety Tests:

**New Customers** - Prior to establishing service for new customers, we are required to do a safety inspection of your gas system to make sure the system is in compliance with all current safety codes and the system is free of leaks. This is a free service. COMFURT can not provide service to those that do not pass this test. If an inspection is required by the county building department, a copy of the inspection with the approval for gas service must be submitted to our office.

**Existing Customers** - Upon request, COMFURT will perform an annual safety test free of charge.

**Out-of-Gas** - We are required by state law to perform a safety test every time a customer runs out of gas or the system is shut down and depressurized. This test must be completed prior to the gas service being turned back on for customer use. A fee of the current hourly rate is charged to customers that have run out of gas due to their failure to order LP or pay their existing balance in a timely manner.

**Hazards** - Systems and/or appliances found to be hazardous will be shut off and service to them discontinued until we verify the problem has been corrected.

### OWNERSHIP & MAINTENANCE

COMFURT retains ownership of all rental tanks and is responsible for the maintenance, repair, and replacement of the tank and its components to the outlet side of the regulator on the tank.

#### System Maintenance:

COMFURT does not maintain Customer Owned LP tanks, gas lines, or appliances. Homeowners that own the LP tank are responsible for the entire system. If you are renting a tank from COMFURT your responsibility starts at the outlet side of the tank regulator and continues to your appliances. It is recommended that periodic inspections for leaks and corrosion be performed on customer owned gas lines and tanks. Any unsafe condition should be repaired immediately. Regulators should be replaced every 25 years. All gas burning appliances must be maintained and kept in good working order to help prevent possible injury to the occupants and damage to the structure. We recommend that heating systems be inspected and cleaned twice per year. Please contact our office for assistance finding a professional to perform maintenance on your gas system.



## *Policy Guide*

**ComFurT Gas, Inc**

**655 Gregg Dr**

**P O Box 2059**

**Buena Vista, CO 81211**

**719-395-8445**

**719-395-8466 - Fax**

**[www.comfurtgas.com](http://www.comfurtgas.com)**

We offer a Winter Pre-Purchase Plan, Budget Billing, Auto Pay, and Online Payments options.

## Access to Tank

CONSUMER is responsible for providing clear and unimpeded access to the LP storage tank at all times. This includes, but is not limited to, the removal of snow, ice, vehicles, fences, animals, plants and vegetation that hinder COMFURT'S ability to service the LP storage tank. COMFURT DOES NOT CHAIN THE TIRES OF TRUCKS FOR WINTER ACCESS.

## Delivery Options

**KEEP FULL** - Is an automatic delivery program where the drivers will periodically check and fill your tank. Drivers set a benchmark to fill your tank at 40% which is roughly half the tank's capacity. The tank will be checked and filled based on the property's previous year's consumption or at regular intervals if this is a new property for us. **If you believe your consumption will change from your previous years usage, please contact our office and let us know.**

**Note:** To keep our deliveries as efficient as possible we try to fill your tank when it is at a level approximately 40-45% (1/2 of your tank's filling capacity). Keep Full customers are given our lowest per gallon price for that county.

**WILL CALL** - under this option you are responsible for watching the LP level in your tank and calling COMFURT's office to schedule a delivery. To avoid special delivery charges (see Misc. Charges) you must order at least 150 gallons, or when the tank is between 20% and 40%. To receive our lowest price you must order 300 gallons or more. Please contact our office before your tank shows 20% to ensure a delivery prior to your tank running out.

**SPECIAL DELIVERIES** - an additional charge is assessed for customers requesting deliveries:

- of less than the minimum quantity, or
- requiring a special trip (a driver is not in the customer's area) or
- special equipment is needed due to ice, snow, etc.

No after-hours deliveries will be made to "Will Call" customers or any customer with a past due balance.

**CASH ON DELIVERY (COD)** - new customers or customers with a poor payment history may be required to pay for each delivery in advance. All WILL CALL standards apply.

## Miscellaneous Charges

<b>TANK RENT</b> (600 gal tank or smaller)	\$72.00 / Yr
<b>TANK RENT</b> (601 gal tank or large)	\$144.00 / Yr
<b>BELOW MINIMUM LP DELIVERIES</b>	
Tank's greater than 125 gallons in size:	
100-150 gallons	\$25.00
50 - 99 gallons	\$50.00
Tank's 125 gallons or less in size:	
50 gallons or less	\$25.00
<b>SPECIAL DELIVERIES</b>	\$80.00 / Hr
<b>OTHER SERVICES:</b>	
Labor	\$80.00 / Hr
Out of Gas Inspection	\$80.00
(Inspection required by State Law)	
4 Wheel Drive Delivery	\$100.00
Knuckle Boom Truck Use	\$100.00 / Hr
LP Tank Pump-out	\$100.00 / Hr
Excavation (Skid steer)	\$100.00 / Hr
AFTER HOURS Services	1.5 times regular rate

All charges subject to change without further notice.

## Payments

**Balances are due by the 20th of the month following the charge to your account.**

**NEW CUSTOMERS** - see Probation Period.

**Installment Option** - if you are unable to pay the entire balance by the 20th of the month following the delivery, you may pay 1/3 of the balance at the time of the delivery, another 1/3 by the 20th of the month following the delivery, and the final 1/3 by the 20th of the next month.

FINANCE CHARGES are assessed on balances that remain unpaid within 60 days of the original charge. (1.5% / month)

**Please remember, we will not deliver any more LP unless all previous charges have been paid in full.**

**Important Notice** - customers that do not adhere to the payment options may be put on a COD (cash on delivery) basis and then they will be required to call and request a delivery and will need to pay for each delivery in advance.

## Payments Options

### Option 1 - In person

Our office is open, and following Covid-19 protocols, to accept check, cash, debit card or credit card payments in-person. We also have a drop-box to the right of the front door that is always available. Our physical address is: **665 Gregg Dr, Buena Vista,**

### Option 2 - Mail

You may mail your payments to: Comfurt Gas Inc., **P.O Box 2059, Buena Vista, CO 81211.**

### Option 3 - Web Payment

You're able to set up an online customer account through our website to facilitate online payments. You will need your customer ID and account number to establish an account. Online payments are made at [www.comfurtgas.com](http://www.comfurtgas.com).

### Option 4 - Saved billing information

We can store your debit/credit card information or bank information on your account for faster payments. If using a checking or savings account this option also requires a completed "Autopay Authorization Form". We will not charge the card or bank account on file until we are contacted by you. Payment is due by the 20<sup>th</sup> of the following month.

**Option 5 - Automatic payment (AUTOPAY)** with a debit or credit card, or withdrawal from checking/savings account.

To establish yourself as an autopay customer, either complete the "Autopay Authorization Form", which is accessible at our office, on our website, via email, or you can call our office to provide your debit card or credit card information. You may also use a checking or savings account for automatic withdrawal which requires completion of the "Autopay Authorization Form" as well as a voided check.

Once in this program you will continue to receive a monthly statement. The statement shows you the monthly activity on your account and current balance. You will need to verify the information, but if it is accurate, no further action on your part is needed. On approximately the 15<sup>th</sup> of each month we will charge your credit/debit card or withdraw from your checking/savings account, the balance shown on the monthly statement. If your payment information changes, you must update us accordingly or you may be subject to an unable to process fee.

### Option 6 - Phone

We are happy to process payments over the phone. You may call us with your credit/debit card information at: **719-395-8445**

\* Any payments that are unable to process are subject to a \$20.00 failed process fee.