



# Company Policies

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**Updated: November 12, 2024**

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*The following document has been compiled to help us provide the best possible service to our customers, comply with all State and Federal regulations and ensure safety. It also explains how we serve our customers and what services may incur additional fees.*

*If you have any questions, please feel free to contact the office where one of our agents will address your concerns and help provide any needed clarification.*

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**Office Main #: 361-771-4400 ❖ <https://www.myjec.coop/propane>**

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➤ **ODORS:**

- When a propane tank reaches empty, it may begin to emit an odor.
- Propane is odorized with ethyl mercaptan, which has a smell akin to rotten eggs or skunk.
- If you smell gas, inside your home or outside near your tank, turn the propane tank(s) off and call JEC Propane immediately for service.

➤ **KEEP FILL CUSTOMERS:**

- To better serve you, all keep-fill customers consent to the installation of an electronic tank monitor.
  - We are in the process of deploying tank monitors to all keep-fill customers.
  - Keep-fill customers who own their tank but do not consent to the installation of an electronic tank monitor will be converted to a call-in customer.
- Customers with 2 or more propane-fueled major appliances are eligible to join our Keep-Fill Program
  - For the purposes of this policy, a single major appliance is defined as
    - water heater
    - stove
    - furnace
    - 2 or more space heaters
  - Due to low overall usage, generators do not count toward the 2-appliance minimum
- Payment is due 30 days from the date of delivery.
- No deliveries will be made to an account with an outstanding balance. See PAST DUE ACCOUNTS.
- In the event the event the propane tank runs empty, we are required to perform a Leak Test. You will not be charged a fee.
- Our drivers must have access to the property without notice to be on keep-fill.

- Please ensure the office has any gate code or other vital information to access your property.

➤ **CALL-IN CUSTOMERS:**

- A Call-In account means we do not monitor the propane levels in the tank.
- You must call our office to schedule a delivery.
- We require that you call two business days in advance or when the tank is at 20% so we may work your delivery into the route schedule.
  - We generally cannot make same-day deliveries.
- In the event the tank runs empty, we are required to perform a Leak Test (see OUT OF GAS) and will be subject to a service fee.

➤ **RENTAL TANKS:**

- Rental tanks include the propane tank, regulator, pig tail and blocks.
- Tank rental charges are billed annually and are due upon receipt
- If tank rental charges are not paid after 60 days, the tank will be locked out of service or picked up, at the discretion of JEC Propane. No refunds of any kind are given if rental charge is not paid and tank(s) are picked up. Additional fees may hbe applied. A credit for any propane that is recovered from the tank will be given.
- Rental tanks may only be relocated by JEC Propane technicians only. If you would like to have your tank relocated, please call our office to make arrangements.
- Rental tanks remain the property of JEC Propane. As such they may only be filled by JEC Propane. In the event another company fills our tank, we shall, at our option, lock-out or remove the tank. No refund will be given for the balance of the lease term.

➤ **SERVICE AGREEMENT**

- All new propane customers must sign a service contract before the day of installation.
- Customer agrees to stay with JEC Propane for the full term of the lease agreement.
- If customer chooses to cancel the agreement, there will be no refunds issued for gas in tank(s).
- Discontinuation of service will result in a labor charge at the regular rate to pick up the tank(s), which is billed per-hour, per driver and/or tech.

➤ **MINIMUM DELIVERIES:**

- The minimum delivery for propane is 100 gallons.

- **OUT OF GAS:**
  - To ensure your safety and to comply with Texas Railroad Commission Regulations, a Leak Test must be performed on all tanks that have run completely empty.
  - This test is performed at the tank and tests the line & shutoff valves on the appliances inside the home.
  - Customers not on keep-fill are subject to additional labor charges associated with Leak Test and will be billed at an hourly rate.
  - In the event the system does not pass the Leak Test, a full Gas Safety Check will need to be scheduled.
  
- **SPECIAL DELIVERIES:**
  - Any customer requiring delivery that is not made during regular business hours will be charged a after-hours/weekend fee.
  - Depending on the circumstances, this fee must be either paid to the driver at the time of delivery, or paid in advance.
  - In the event the propane tank is out of gas, additional charges will be applied for a Leak Test (see OUT OF GAS).
  
- **SERVICE:**
  - One hour minimum for all service calls.
  - After-hours fees will apply as appropriate.
  - Gas Safety Checks are billed at the hourly labor rate.
  - New customers are not charged for the initial Gas Safety Check
  
- **DRIVEWAYS:**
  - JEC Propane is not responsible for damage to personal property caused by delivery trucks. If you are aware of any conditions that may hinder delivery or service, you must let us know in advance.
  - Safety regulations prevent us from being parked in the street while dispensing propane.
  
- **RENTAL PROPERTIES:**
  - Property owners must notify JEC Propane of changes in tenancy and inform the company of the tenant's name, current telephone number and date on which the tenant plans on taking occupancy.
  - The tenant must call our office to set up an account.
  - Credit cannot be extended to tenants. Renters are Call-In and C.O.D. only. Payment is due at the time of delivery. You may pay the office, the driver or leave a check under the propane tank lid.
  
- **PAYMENT METHODS:**
  - We accept cash, check, money order and credit Cards (Visa, MasterCard, AMEX, and Discover).

➤ PAST DUE ACCOUNTS:

- We require all accounts to be paid-in-full within 30 days, unless other arrangements are made. Please call the office if you need to make payment arrangements on any outstanding balance.
- Deliveries will NOT be made to past-due accounts until the balance due has been paid in full.
- Any keep-fill accounts that fail to pay balances due within 30 days may be changed to the Will-Call rate of service at JEC Propane's discretion.

➤ RETURN CHECKS:

- Check returned for NSF or for other reasons, will incur a fee.
- NSF checks will preclude the customer from purchasing on credit and be put on prepay status.