

## Initial Account Setup

**Renting a ComFurT Gas Inc (COMFURT) LP tank:**

Where there is no tank you will be charged at the time of setting for:

- a) Parts & Labor required to complete the connection from COMFURT's tank equipment to the outside entrance of your gas connection,
- b) The currently effective annual tank rent, and
- c) The LP currently in the tank.

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

- a) The currently effective 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 10 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 will 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.

## Payments

Balances are due by the **15th of the month following the charge to your account**. **NEW CUSTOMERS -** see Probation Period requirements above.

**Installment Option** - if you are unable to pay the entire balance by the 15th of the month following the charge, you may pay 1/3 of the balance at the time of the charge, another 1/3 by the 15th of the month following the charge, and the final 1/3 by the 15th of the next month.

**FINANCE CHARGES** are assessed on balances 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 above may be put on a COD (cash on delivery) basis and then will be required to pay for each delivery in advance.

## 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 on 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, and any tenants 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 in finding a professional to do 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** - our drivers will periodically check and fill your tank, thus you will not have to call for a delivery. Your 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.

**Note:** To keep our prices as low as possible we try to fill your tank when it is at a level between 40% & 45% (1/2 of your tank's filling capacity). When we are allowed to do our own scheduling to accomplish this we give you our lowest price. You may request a delivery prior to this benchmark percentage under our "WILL CALL" option and price.

**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. 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 customer requesting deliveries :

- a) of less than the minimum quantity, or
- b) made after regular business hours, or
- c) requiring a special trip (a driver is not in the customer's area) or
- d) 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

**TANK RENT (500 gal tank or smaller)** \$60.00 / Yr

### **BELOW MINIMUM LP DELIVERIES**

Tank size greater than 125 gallons in size:

100-150 gallons	\$25.00
50 - 99 gallons	\$50.00

Tank size 125 gallons or less in size:

50 gallons or less	\$25.00
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### **SPECIAL DELIVERIES**

### **OTHER SERVICES:**

Labor	\$80.00 / Hr
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Out of Gas Inspection	\$80.00
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(Inspection required by State Law)

4 Wheel Drive Delivery	\$100.00
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Knuckle Boom Truck Use	\$100.00 / Hr
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LP Tank Pump-out	\$100.00 / Hr
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Excavation (Skid steer)	\$100.00 / Hr
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AFTER HOURS Services	1.5 times regular rate
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All charges subject to change without further notice.

## Propane Tank Storage Facility Lease

(applicable: Yes / No)

This agreement made and entered into this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ by and between \_\_\_\_\_, of \_\_\_\_\_, City of \_\_\_\_\_, County of \_\_\_\_\_, and State of Colorado, hereinafter called CONSUMER, and ComFurT Gas Inc., a Colorado corporation, hereinafter called DEALER:

**WITNESSETH:** In consideration of the mutual covenants and agreements hereinafter set forth, the parties hereto do agree as follows:

- 1) **STORAGE FACILITIES:** DEALER agrees to lease to CONSUMER the following described facilities (or any replacement facility) for the storage of liquefied petroleum gas (LPG), complete with fittings and regulator on tank, at the prevailing tank rental fee billed annually in advance:

Size \_\_\_\_\_ gals : Make \_\_\_\_\_ :  
Tank Serial # \_\_\_\_\_.

It is agreed that the gas storage facilities and related equipment owned by DEALER and installed upon such premises shall remain the personal property of DEALER, even though attached to or placed upon

## Propane Tank Storage Facility Lease

- 1) described premises. Under no circumstances shall said property constitute or become a part of the realty.
- 2) **FUEL:** DEALER agrees to make its best effort dependent on fuel availability to service with LPG the above described storage facilities during the term of this agreement in such quantities as to satisfy the fuel requirements of CONSUMER. CONSUMER agrees to purchase their entire fuel requirements from DEALER at the price in effect from time to time. CONSUMER agrees to pay their bills in a timely manner. CONSUMER will not permit any other firm to fill or remove LP from the above described storage facilities which are and shall remain the property of DEALER.
- 3) **LICENSE:** In consideration of the use of such facilities, CONSUMER does hereby grant DEALER a sole, exclusive, license with the right to install, service, and remove together with the right of ingress and egress on, over and through said land for any purpose necessary and incident to the rights granted hereunder.
- 4) **ACCESS & DAMAGE:** Consumer is responsible for providing clear and unimpeded access to the 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 DEALER'S ability to service the storage tank. DEALER does not chain the tires of trucks for winter access. CONSUMER shall pay all expenses for the repair or replacement of the storage tank due to any physical damage incurred while on CONSUMER'S premises.
- 5) **TERMINATION:** This agreement shall continue until terminated by either party. In the event of a breach by CONSUMER in the performance of the covenants and agreements imposed upon them by the agreement, DEALER may enter upon the premises of CONSUMER for the purpose of removing such facilities.
- 6) **ASSIGNMENT:** This agreement shall not be assignable by CONSUMER or by operation of law without the written consent of DEALER. This agreement shall otherwise be binding upon and inure to the benefit of the parties hereto, their heirs, successors and assigns.