



Customer Propane Policies

Customer Delivery

Delivery Drivers will complete the following for all new customers during the first delivery:

- A responsible adult, age 18 yrs. old or older, is required to be present for delivery due to leak checking and placing the system into service.
- Explain and give to the new customer LP safety information
- Ensure an acknowledgement form has been signed
- Perform and document an inspection of the entire system
- Perform and document a leak test
- Place system into service

The following procedures apply to all customers:

- No delivery will occur for out-of-gas customers unless a responsible adult, age 18 yrs. or older, is present and the Delivery Driver has access to the home to put the system back into service.
- All new customers, tenant changes, and any interruption of service will have a leak test performed and documented.
- All pilot lights must be lit and remain lit before the Delivery Driver may leave the premises.
- If there are any problems with the system, the system shall be Red Tagged and Locked out.
- Propane will not be delivered unless the system passes all test and inspections.

Regulator Replacement

Regulators will be changed every 15 years, or according to manufacturer's recommendations, to ensure the functionality of the equipment. The regulator(s) must not be older than manufacturer's specifications and if so, replacement is required. All new installations must have a two stage regulator system, either a twin stage or a high and a low pressure regulator.

Interruption of Service/Out-of-Gas Procedures

Interruption of Service/Out-of-Gas Situations shall be defined by the following: an event which causes a liquefied petroleum gas system to become, in total or in part, depressurized due to any installation, modification, repair, service; or a change in occupancy or ownership of the location utilizing the liquefied petroleum gas system

Interruption of Service can also mean a change in supplier of propane. If High Plains Energy, LLC has filled your tank in the past, and there is a change in propane supply since the last delivery, it is necessary to do a leak test per state requirements.

All new customers, tenant changes, and any interruption of service must have a documented leak test performed on their system. ***Rental owners will notify High Plains Energy, LLC every time they have a change in occupancy. Once notification of a tenant change has been received by High Plains Energy, LLC, the Delivery Driver will be notified and the tank will be treated like a new customer.***

If a leak is found, the source must be located, repaired, and the test repeated. Under no circumstances will the system be left unsecured, allowing the system to be placed back into service. The leak check will include all regulators, including appliance regulators, and control valves in the system. Accordingly, each individual equipment shutoff valve should be supplying pressure to its appliance for the leak check.

A responsible adult, age 18 yrs. or older, must be present when leak tests are being performed for Out-of-Gas or Interruption of Service situations. An Interruption of Service worksheet will be filled out by the Driver and signed by the customer whenever a leak test is performed.

Additional Information

- A public account, i.e. church and/or schools, will have a leak test performed on an annual basis.
- Customers must be present at the premises in the event of a leak check
- New customers and auto-fill customers will not be charged for leak tests.
- In addition to this, 5 year leak checks and annual leak checks on public buildings will also be free of charge to the customer. High Plains Energy, LLC will not charge for a leak test to be conducted when new propane appliances are installed.