

## Appendix C

### Disclosure of Customer Rights And Company Policies

Date \_\_\_\_\_

#### Qualifications

*Customers have the right to know that the firm delivering propane or providing propane service is qualified. Company X is licensed by the State of New Jersey to perform propane delivery and service. Our license number is LPG-0XX*

#### Terms of Service

*Customers have the right to know about any special conditions of service that would be applied to them by their supplier. Company X will provide service subject to the following conditions:*

1. *Company X does / does not* require a credit application.
2. *Company X does / does not* reserve the right to require payment at the time of delivery (Cash on Delivery or COD) for customers whose credit is questionable. COD customers may pay by the following means:  
\_\_\_\_\_ Cash \_\_\_\_\_ Certified Check \_\_\_\_\_ Personal Check \_\_\_\_\_ Credit Card
3. For other than COD deliveries *Company X* requires payment within \_\_\_\_\_ days of delivery. Late payments are subject to a late fee of \_\_\_\_\_. For propane service work, payment is subject to the conditions of the service contract.
4. *Company X* allows the following delivery methods:  
\_\_\_\_\_ Automatic Delivery (We schedule your delivery. Deliveries are made on a schedule as follows: \_\_\_\_\_)  
\_\_\_\_\_ Customer requested delivery (will call deliveries). The customer calls for deliveries. *Company X* must be notified \_\_\_\_\_ days before the desired delivery date. There is a minimum delivery amount of \_\_\_\_\_ gallons. Deliveries below the minimum are subject to a surcharge of \_\_\_\_\_ dollars. If a customer runs out of gas the system must be leak checked prior to resuming service. Consult your contract for additional details.

## Pricing Structure

***Customers have the right to a written or verbal price quote upon request. Company X*** bases its price of propane on the following factors:

- \_\_\_\_\_ Estimated annual usage (lower rates apply for larger users)
- \_\_\_\_\_ Time of year (lower rates apply for off season deliveries)
- \_\_\_\_\_ Delivery day/time (higher rates apply to weekend, holiday or deliveries made outside the hours of \_\_\_\_ am and \_\_\_\_ pm.)
- \_\_\_\_\_ Type of delivery selected (will call verses automatic)
- \_\_\_\_\_ Number of locations (lower rates for customers with multiple accounts)
- \_\_\_\_\_ Customer location (higher rates apply for locations that require additional travel time)
- \_\_\_\_\_ Other as described \_\_\_\_\_

## Pricing Policy

***Customers have the right to a price quote in a format that allows for comparison shopping.*** Company X charges for propane based on \_\_\_\_\_, and will convert that pricing into a dollars per gallon equivalent for comparison purposes. The price of propane like any commodity changes over time. This will affect your bill as the price fluctuates. *Company X* pricing policies will determine how often your bill is adjusted to account for changes in the cost of propane. We offer the following pricing options:

- \_\_\_\_\_ Budget pricing (payments for the year divided into a fixed monthly amount based on projected usage over a number of months. The last month of the year is used to pay the balance). The price is adjusted once a **month/year/other**.
- \_\_\_\_\_ Fixed pricing (the price is locked in for a specified period of time)
- \_\_\_\_\_ Pipeline pricing (Pricing is based on an amount above the wholesale price for a specific pipeline. As the price at the pipeline changes, so will your price)

## Equipment Fees

***Customers have the right to either rent equipment from Company X or use their own equipment.*** *Company X* has the following equipment related fees:

- \_\_\_\_\_ Fee for the installation of tanks associated with a new service
- \_\_\_\_\_ Fee for the replacement of tanks associated with an existing service
- \_\_\_\_\_ Rental fee for tanks and regulators when using *Company X*'s equipment
- \_\_\_\_\_ Fee for inspecting tanks and regulators when Customer owned equipment is used
- \_\_\_\_\_ The fee is applied
  - \_\_\_\_\_ Prior to initial delivery
  - \_\_\_\_\_ Annually thereafter
  - \_\_\_\_\_ Other as described \_\_\_\_\_

- \_\_\_\_\_ Fee for service work on *Company X*'s equipment
- \_\_\_\_\_ Fee for service work on customers equipment
- \_\_\_\_\_ Fee for leak checking the customers system under the following conditions:  
\_\_\_\_\_ Other as described: \_\_\_\_\_

*Note: Fees for service work are based on the specifics of the particular job to be done; therefore prices are based on an estimate on a case by case basis.*

## **Change of Supplier**

***Customers have the right to change suppliers if they are dissatisfied with the price or service offered.*** Discontinuance of service is subject to the terms of your contract. The following conditions apply to a discontinuance of service:

- \_\_\_\_\_ *Company X* will remove our container within \_\_\_\_\_ days of written notification by the customer is discontinuing service.
- \_\_\_\_\_ *Company X* will notify you of the removal date and approximate time \_\_\_\_\_ days prior to removal.
- \_\_\_\_\_ *Company X* will charge for the removal of the container
- \_\_\_\_\_ *Company X* will credit the customer for any propane remaining in the container at the time of removal (you are permitted to be present when the remaining volume is removed)

*Note: At one- or two-family residential properties the new marketer may disconnect and move containers owned by others; however the new marketer may not fill a container owned by another marketer. At other properties, the new marketer cannot remove, connect, disconnect, fill or refill any propane container without written permission from the owner of the container.*

## **Disconnection**

***Customers have the right to be notified seven days prior to the disconnection of service for non-payment.***

## **Complaints**

The Liquefied Petroleum Gas Board regulates the licensing of marketers as well as enforcing safety regulations on LP-Gas systems. The LP-Gas Board does NOT regulate pricing. If you are dissatisfied with the price your marketer is charging, you have the right to change marketers in accordance with the terms of your contract with your current marketer.

1. Complaints or questions should first be brought to the attention of your marketer.

2. If you are not satisfied with your marketer's response and wish to pursue a complaint, contact the Department of Community Affairs at (609) 984-4257 or by e-mail at [LPGas@dca.state.nj.us](mailto:LPGas@dca.state.nj.us). Complaints by phone should be made Monday through Friday from 8:30 to 4:30.

Because rates and policies differ among marketers, first time customers or customers considering moving to a new marketer; should be informed enough to ask a few key questions.

### **Key Questions Consumers Should Ask When Changing Marketers**

- Does the marketer have a current, valid license issued by the New Jersey Department of Community Affairs? The list of licensed marketers is available on the Department's website at [www.state.nj.us/dca/codes/lp-gas/licensees.pdf](http://www.state.nj.us/dca/codes/lp-gas/licensees.pdf) or by calling (609) 984-4257.
- Is there a written description of services that will be provided?
- Is there a charge to install the container and/or related equipment necessary to establish service?
- What is the most economical method of purchasing propane?
- Do you have to call when you need gas or will they schedule your deliveries?
- How often will you receive a delivery? What days are delivery days? Are deliveries made on weekends?
- How much will it cost to receive a delivery outside of your normal schedule?
- Is the price based on your annual usage, the area you live in, the quantity per delivery or other criteria?
- How long after delivery do you have to pay your bill?
- Is there a penalty for a late payment?
- What is the marketer's policy if you need fuel in the winter, but you still have an outstanding bill?
- Does the marketer offer any of discounts that apply to you?
- Does the marketer have an equal payment plan?
- Does the marketer install and/or service LP-Gas appliances?
- Does the marketer have a website address?

Be sure to address any other concerns you may have that are not listed above.

### **Energy Assistance**

The following agency has programs available to assist low-income households with their energy bills. For more information, please contact directly:

- Low-income Home Energy Assistance Program (LIHEAP) 1(800) 510-3102

## **Safety Recommendations**

- When handled properly, LP-Gas is a safe and efficient fuel source.
- Ask your marketer what procedures they have in place to ensure safety and integrity of the system which serves you. One such safety program is the GAS check Program, a voluntary program developed by the National Propane Gas Association. Information on this program is available from your marketer or on the National Propane Gas Association website at [www.npga.org](http://www.npga.org) or by calling (202) 466-7200.
- Follow all manufacturers' instructions for the proper use and care of your LP-Gas appliances.
- NEVER attempt to repair or alter an LP-Gas appliance. Contact your marketer or a licensed service representative for assistance.
- Keep areas around LP-Gas appliances clean and clear of combustibles.
- You, as the customer, are required to maintain clear access to your LP-Gas container at all times.
- An odorant has been added to your LP-Gas so you can detect if your system develops a leak. Learn what LP-Gas smells like. Your marketer has scratch-and-sniff pamphlets to help your family recognize its distinctive odor.
- Learn how to turn off your gas supply. Some gas valves require the use of a wrench to operate them. Ask your marketer for assistance if you do not know how to turn off your gas supply.
- Check [www.propanesafety.com](http://www.propanesafety.com), [www.npga.org](http://www.npga.org), the propane marketer's website or call you marketer for additional safety information.
- Ask your marketer whether all installations and services provided are in conformance with New Jersey Department of Community Affairs regulations.
- If you find an underground container dome or any other LP-Gas container completely submerged in water, turn off the container supply valve and notify your marketer.
- Keep underground container domes clear when it snows in case a delivery is needed.
- Notify your marketer prior to the installation of air conditioning or making any modifications to your home that are within ten feet of the container.

## **If You Smell Gas**

1. Exit the building, without using the telephone or cell phone, operating any electrical switches or lighting any matches or smoking materials.
2. If possible, turn off the gas at the container or meter valve.
3. Call 911 from a neighbor's home.
4. Do not re-enter the building until the emergency responder tells you it is safe to do so.

Your marketer is required to respond in case of an emergency