



# Frequently Asked Questions

**We are glad to serve you as your fuel provider. The following information is provided to answer a few of the questions you may have about doing business with Davenport Energy. If you have additional questions, don't hesitate to ask.**

## **When and How Do I Make My Payment?**

When we deliver your product the driver will leave a ticket that also serves as your invoice. Please use the self-addressed envelope as a convenience. You can always pay your bill at your local office. Customers who are set up on 30-day payment terms should pay from this invoice within 30 days of the delivery. Accounts not paid within 30-days of delivery are considered past due. If your account is past due, we may hold your next delivery and you will be assessed a late payment fee as outlined in the credit application. Customers not receiving 30-day terms may be eligible for load-to-load terms as well as cash before delivery payment terms.

## **Do I get a Discount if I pay in a Timely Manner?**

Residential customers are eligible for a \$.05/gallon discount provided that the invoice is paid within 10-days. No discounts apply to payments made by credit card.

## **What Method of Payment can I Use?**

Davenport Energy accepts cash, checks, money orders and credit card payments. Davenport Energy can arrange to have credit cards automatically billed and even arrange for electronic funds transfer from your checking account. Payment terms and options are established for each customer at the time of account initiation. You may even pay on-line at [www.davenportenergy.com](http://www.davenportenergy.com).

## **Do You Have a Budget Plan?**

Davenport Energy realizes that it may be difficult to pay for large or frequent deliveries. Our **Level Pay** Program spreads payments out over an 11 month period. These payments are based on your past fuel usage. Information and brochures detailing the plan are available at our offices. We annually offer a **Lock In Pay** cap program for residential propane customers.

## **How do I Get a Tank?**

Davenport Energy is pleased to loan you a propane tank. Provided you use a minimum amount of propane annually, the tank is furnished and maintained at no cost to you. Davenport Energy encourages you to use one of our loaned tanks. All tanks owned by Davenport Energy are regularly inspected and serviced. Any problem with a loaned tank is corrected, at no cost to you.

Should you already own your own tank, or wish to purchase a tank, Davenport Energy will service your account while following all code requirements concerning an out of gas situation. These provisions are outlined in the Davenport Energy Tank Purchase Agreement signed at the initiation of service. It is important for you to know that the customer is responsible for all costs associated with repairs, maintenance and any loss of product from a customer owned tank.

Davenport Energy will gladly sell and install a fuel oil tank for you.

## **Minimum Propane Use**

Propane tanks are very expensive and installation and set-up of a propane system is costly. Depending on the size of the tank provided to you they range in cost from \$500-\$2500. Customers not using tanks at a level necessary to maintain a tank, are assessed a fee to offset the upfront and ongoing costs of the tank.

Davenport Energy must insure tanks, is responsible for maintenance and upkeep on tanks, and must pay annual property tax on tanks. Insurance regulations require that tanks be inspected periodically and regulators attached to the tanks must be maintained, inspected and replaced periodically. These costs are not covered by infrequent or minimum uses of propane.

Many companies offset tank charges by adding fees to each delivery or increasing the cost of propane to all customers. Many companies charge tank rent regardless of how much propane is used annually. We do not believe this is an equitable situation for all customers. Davenport Energy currently charges no delivery or surcharge fees to its propane customers.

Who gets a minimum usage fee? -- In general, customers are asked to use a single tank (or less) of propane (annually).

Should you have an occasional low usage year, don't worry! Davenport Energy does not charge the fee until you experience two consecutive years of minimum usage.

Are there any other fees? NO! Davenport Energy does not charge delivery fees, compliance fees, environmental fees or any other fee that increases your cost of propane. You pay for the cost of the propane only!

## What Are My Delivery Options?

**Automatic Fill Delivery** -- Automatic fill customers receive propane or fuel oil based on our degree day system. We track weather temperatures and we track your individual usage in order to schedule deliveries in an efficient manner. Provided your account is current, we will deliver product to you automatically, in accordance with this schedule.

If you are an automatic fill customer and you run out of product for any reason, other than failure to make payment, we will immediately schedule a delivery and fill your tank. This service is available 24 hours a day 7 days a week.

**Will Call Delivery** -- You decide when you want a delivery. If you elect to be a will call customer, we will schedule and deliver product to your home within 5 business days of receiving a phone call requesting a delivery, providing your account is current. Propane users should call for a delivery when the gauge on the tank reads between 20% and 30%. This allows us ample time to schedule the delivery.

If you are set-up as a will call customer and you run out of product, providing your account is current, we will schedule a delivery within 5 working days of your call to inform us of the run-out. If you want a delivery sooner than 5 working days, there will be an additional delivery charge (and an after hours charge if applicable).

## What Happens if I Run Out of Propane?

It is very important to monitor your propane tank. It is a good idea to do this even if you are an Automatic Fill Customer. Should you add gas appliances to your system, it is important that you inform us so that we may adjust your usage information in our system.

If a propane tank becomes empty, there are certain procedures we must follow before the system and propane appliances can be turned back on. After filling the tank, we must perform a pressure test on the entire system. If someone is home to allow us access to the propane appliances, this test will only take a few minutes. If no one is home to allow us to access the propane appliances, we must place a lock on the propane tank until someone is home to allow a technician to pressure test the system. This process is for your safety. Should you not be at home when an out of gas delivery is made, information will be left on the tank and in your door providing you with a number to call to arrange for a service technician to test the propane system.

Pressure tests are provided at no charge to Automatic Fill Customers, Will Call Customers, and customers placed on credit hold are assessed a charge for this test. Additional fees will apply if service is performed after hours.

Remember, propane tanks are normally filled to 80%. Therefore, 80% represents a full tank.

## What Do I Do if I Have Questions?

Contact your local Davenport Energy Office. A customer service representative stands ready to assist you with any questions you may have.

## PROPERTIES OF PROPANE GAS

Propane is a flammable gas that can cause fires and explosions. Propane is heavier than air and can collect in low places (along the floor, in basements, etc.) Propane has been odorized so you can smell it.

### If you detect an odor

Open windows and doors to increase ventilation. **Do not** light matches or cigarettes. **Do not** operate switches, electrical appliances, thermostats or telephones. They may cause a spark to ignite escaping gas. Check to be sure all pilots are burning. If the source has not been detected, get everyone out of the building and shut off the propane supply at the container. Call us from a neighbors phone. **Do not** go back in the building.

### Remember this about Propane's odor

Some people are unable to detect the odorant in gas. Colds, allergies and sinus congestion can all affect your sense of smell. Tobacco smoke or strong cooking odors can cover up other odors. The use of tobacco, alcohol or drugs may also affect your sense of smell.

### If you run out of gas

Shut off the main supply valve at your tank(s). Learn where this supply shut off valve is located by asking us. Shut off all appliance burners and pilot valves. Instructions should be on or with the appliance. When gas service is restored, to avoid hazards, have us turn the valves back on, light the pilots and check the controls. Be sure all appliances are checked.

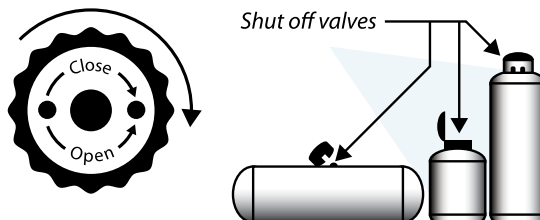
### Remember

Never tamper with your appliance and related equipment. All repairs must be done by our qualified service technicians. If appliance control has been exposed to water, it must be replaced by our service technician immediately. All gas appliances must be installed by qualified service technicians. **Do not** remove gas appliances, as all open gas lines must be plugged, capped or removed completely.

**Always use smoke and gas detectors and remember to check and replace the batteries frequently.**

### How to Close Gas Supply Valves

Turn shutoff valve clockwise to close



**Be sure** that everyone who will be in regular proximity to propane appliances is familiar with this information.

BEDFORD: 540.586.1328

CHATHAM: 434.432.0251 | 800.971.3835

MARTINSVILLE: 276.632.5788 | 800.528.0599

NEW RIVER VALLEY: 540.382.8869

ROANOKE: 540.774.4936

ROCKY MOUNT: 540.483.5146

RUSTBURG: 434.821.5915

SOUTH BOSTON: 434.572.4981

GRETNA: 434.656.2271