



## Fee Schedule

After-hours delivery .....	\$250 (+ \$50 if leak test is needed)
• Mon-Fri after 3pm/ weekends/ holidays	
Hourly service rate (Mon-Fri 8am-3pm - excluding holidays) .....	\$100/hr.
Hourly service rate (after regular hours/weekends/holidays) .....	\$125/hr. (1 hr. min.)
Leak test/System check .....	\$50
<i>(must be performed if tank runs empty or has been shut off)</i>	
Minimum delivery charge (less than 250 gallons for 500-gallon tank) .....	\$60
Finance Charge (no payment w/in 30 days) .....	1.5% per month (\$10/mth. min.)
NSF fee .....	\$20
Reconnect a disconnected tank (normal working hours only) .....	\$110 (special trip + leak test)
Re-size tank (usage will be evaluated prior to re-sizing) .....	No charge
Same day delivery .....	\$150 (+ \$50 if leak test is needed)
Special trip charge .....	\$100
• Less than 5 business day notice (delivery w/in 3 business days)	
• Re-routing of driver needed to accommodate special request	
• Possible LP odor – no leak detected (i.e. sewer, dead animal, etc.)	
Tank monitor rental fee .....	\$72/yr. (invoiced in May)
Tank set/Equipment fee .....	\$100
Transfer of LP .....	\$100
Transfer of LP (switch-out) .....	No charge
Trenching/line fee .....	\$4/ft.
Tank pick up (w/ less than 5% in tank) .....	\$50 + 20% restock fee may apply
Tank pick up (w/ more than 5% in tank) .....	\$125 (pump out/pick up) + 20% restock
Tank rental fee .....	\$200/yr. 500g tank
	\$100/yr. 250g tank
	\$50/yr. 120g tank

**NOTE:** Annual tank rental fees are invoiced in April and charged only if delivery is less than 50% of tank capacity between April 1st of prior year and April 1st of current year. (Example: if you have a 500g tank we need to deliver at least 250g). If your usage has changed significantly, call the office to ask about resizing our tank.

- Some of these fees apply to will call accounts only – or if a special request is made by the customer.
- Above prices are subject to state and local taxes and subject to change at any time.
- We reserve the right to deny, revoke, remove our equipment or disconnect service for repeated out-of-gas, and/or payment delinquency issues. You will receive a written letter of intent to discontinue service.
- We have the right, without notice, to immediately enter the consumer's premises and remove our tank, its contents and related equipment if unsafe conditions or code violations exist (i.e., bypassing tank and hooking up a cylinder, etc.), if propane gas from other sources are used in our borrowed tank or if account balance is severely past due.

**AUTO FILL (FULL-TIME RESIDENCE OR BUSINESS)** – Deliveries are scheduled by Polk-Burnett in an effort to maintain uninterrupted propane service **providing your account is current** (no outstanding balance).

**IMPORTANT:** AUTO FILL is just an estimate. Our software utilizes fuel usage history and heating degree days to estimate how much LP you are most likely using. If you have heavy sporadic or inconsistent usage ***our estimate will not be accurate***. We ask that you periodically check your tank and call/email updated tank percentages if there are changes or spikes in usage or if you find your tank at 20-30%. We also request that you keep us updated on the addition or removal of propane appliances or alternate heat sources.



**PLEASE NOTE:** Auto fill is not available for seasonal property or a part-time residence unless we install a tank monitor (fees will apply). Please submit a monitor agreement if that is the case.

**WILL CALL** – Deliveries are initiated by you, the customer. You are required to give a five business-day notice when the tank reads 20-30%. If an immediate delivery is needed, Polk-Burnett will do its best to accommodate. However, extra charges will be assessed.

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**Code requirement on “out-of-gas” deliveries:** Leak test must be performed per NFPA Regulations.

**Company Requirement on “out-of-gas” deliveries:** Polk-Burnett will not make the delivery on an out-of-gas situation unless someone is at the location, or the house is accessible to our service technician.

**All roads and driveways must be accessible by our delivery trucks and have branch or tree clearing of 12’ x 12’.**

**Polk-Burnett Propane will not be held responsible for any property loss:** This includes uncontrollable circumstances such as malfunctioning gauges, regulators, gas piping, an interruption in communication systems, or an empty tank due to non-delivery as the result from an outstanding account balance or inaccessible driveway.