

Central Propane Company, Inc.
P.O. Box 2428
Smithfield, NC 27577
919-938-0055

OUT-OF-GAS PROCEDURES

When a customer runs out of gas, particularly when they are not due for delivery, it may indicate a potential service problem.

We should never assume the reason why a customer runs out of gas (even in instances involving delinquent customers) is anything other than an out of gas call. Unless all possible areas have been eliminated. Each and every out of gas call must follow Central Propane's policy of **Out-Of Gas Procedures**.

Gas turn on: (Out-of-gas call)

NO GAS MAY BE DELIVERED unless an adult is available to admit the delivery person to the home or establishment to check for leaks and relight the pilots, or that the system can be secured in such a manner (a lock over the service valve or placing red tags on tank service valve and doors of entry) to prevent the customer from turning on the gas without our employee being present. (You may not be able to lock the valve if it's a customer owned tank)

After it has been determined that gas can be delivered, the following procedures shall be adhered to:

1. Close the service valves on the storage tank(s) prior to beginning the delivery of gas.
2. After completing the delivery, check for evidence of gas appliance changes, open uncapped gas lines, and visible damage.
3. Appliance shut off valves shall be closed before re-pressurizing the gas system.
4. After the system has been re-pressured, slowly open the appliance shut off valves to restore gas pressure to the appliance.
5. All gas piping and fittings shall be leak tested and only if the system is found to be leak free, shall the system be returned to service. All connected appliances must be in proper working order with all pilots lit prior to leaving the premises.