



INTERRUPTION IN GAS SERVICE/OUT OF GAS POLICY

Our insurance carrier requires us to have and enforce an Out of Gas Policy. Therefore, should a Wolf Propane customer experience an interruption in gas service, for any reason, a complete gas distribution system check must be completed before placing the system back into operation.

Wolf Propane requires that their customers inform them whenever there is an interruption in their gas service, no matter what the cause. Wolf Propane will perform a complete gas distribution system check anytime there is an interruption in gas service. The following are examples of some reasons for an interruption in gas service:

- Adding an appliance that requires the valve on the tank to be turned off
- A tank runs out of propane
- Turning off the valve on the tank in the event of a leak.

There will not be a charge to the customer to perform a complete gas distribution system check should the cause of the interruption in gas service be due to running out of gas when the customer is on Automatic Delivery with a current balance. Should the interruption in gas service be caused by the customer for any reason, there may be a service charge for performing a complete gas distribution system check. If a complete gas distribution system check is necessary, Wolf Propane will require access into the building being fueled by propane. If Wolf Propane cannot gain access, they will disable the system and will leave an Out of Gas notice stating that the customer must call the office to place the propane system back into service at which time Wolf Propane will perform a complete gas distribution system check.