



HOT SPRINGS, SD  
605-745-5215

RAPID CITY, SD  
605-342-4964

GILLETTE, WY  
307-682-4468

STURGIS, SD  
605-720-2964

UNION CENTER  
605-342-4964

BELLE FOURCHE, SD  
& SUNDANCE, WY  
605-892-2661

## Propane Delivery Policy

**Scheduled Delivery Customers:** CBH CO-OP encourages all of our customers to be on scheduled delivery. This allows our drivers to run the scheduled routes within our company, thus saving our customers money. If you are on scheduled delivery, you are eligible for a 10 cent per gallon discount if paid within 10 days. If you run out of propane, CBH CO-OP will come out to perform a leak test on your system with **No Charge to you**. Customers who allow their credit to lapse and lose their good standing will be taken off scheduled delivery and will be required to pay cash for all future deliveries.

**Will-Call Customers:** Customers not on scheduled delivery, or customers who have lost their good standing with our company, will not be offered the 10 cent per gallon discount and will be required to make arrangements of payment prior to delivery. If you are a will-call customer, you must give us FIVE business days' notice, and a minimum of 200 gallons or a fill will be required for delivery. If you want or need a delivery sooner than the five days, a special trip charge of \$100.00 will be added. If it's a weekend or after hours, the special trip charge of \$150.00 will be added.

**NOTE:** If you are a will-call customer or a no-charge customer, and you run out of propane: **CBH is required to perform a leak check on the system. The leak test charge is \$75.00 per hour with a minimum of \$75.00. If it's the weekend or after hours, the leak test charge is an additional \$100.00 fee. Drivers will not deliver propane or conduct the leak test without the homeowner or someone over 18 years of age at the premises.**

## Out of Propane Policy

Our goal is to serve you while also providing a safe working environment for our employees. Out of Gas situations can pose a safety risk to all parties involved, if not handled in a timely manner. Unfortunately, there may be times when you unexpectedly run out of gas.

1. Close the service valve on the propane storage tank, if it's safe to do so
2. Shut off all appliance valves
3. Call CBH CO-OP immediately. Location phone numbers at the top of page

Be aware that our drivers schedule their deliveries in advance to maximize efficiency, to minimize operating costs, and to keep gas costs at a minimum. Therefore, if you run out of gas, you may experience a delay before our technicians can place you into the delivery schedule. After three out-of-gases, propane service is normally discontinued because of the increased cost of performing leak checks and the safety of everyone involved.

**\*\* Under these circumstances, CBH CO-OP's insurance provider requires that the customer or someone over the age of 18 is at the premises so CBH CO-OP delivery personnel can check the entire gas system for leaks and light all pilots.** If our driver arrives and no one is home, they **WILL NOT** put any gas in the tank. The driver will leave an "OUT OF GAS" tag, instructing you to call us. A return trip will result in an additional charge of \$100.00, as well as the leak check test for an additional \$75.00. \*\*