



# South Florida Gas

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## COMPANY INC.

**PO BOX 9351 FORT MYERS, FL 33902 PH. (239) 334-3131 FAX (239)334-4621**

Dear Customer,

We appreciate your business and in order that we may serve you take a moment to fill out the form below so that we can set up an account for you in our system. We will also need to schedule a Safety Check on your system. If you own the tank you have please disregard #2 on the agreement.

We would also like to answer any questions you may have regarding our company so we have listed a few FAQ below

### **Credit Policy**

Our terms are - All gas invoices are due net 30 days from delivery.  
All service work is due upon completion.

There are a several convenient ways to pay.

- You can send in your payment after you receive your invoice.
- You can make a payment online at [www.southfloridagas.com/pay-bill/](http://www.southfloridagas.com/pay-bill/) .
- You can also put a credit card on account to be charged for delivery or service calls, and a receipt will be mailed or emailed to you.
- You can get your invoices emailed to you, just call our office and it will be added to your account.

*Accounts not paid in full by the end of the month can be placed on prepaid deliveries, unless other arrangements for payment are made. A monthly service charge of 1 1/2% per month (A.P.R. 18%) will be assessed on all unpaid balances.*

### **Auto Fill program**

When you are enrolled in the Auto-fill program we still encourage you to keep an eye on your propane gauge, as during power outages and stormy weather, or even guest visits, your propane consumption can change without us knowing. South Florida Gas will try to anticipate your changing usage during the winter seasons and increase frequency of propane fills but it is not a guarantee that you won't run out. Please inform us of any changes to your consumption to avoid running out of propane.

### **Will Call Accounts**

Please remember if you have chosen not to take advantage of our Auto-Fill program and are on a will call basis there may be a 7-10 day delay. Please return the signed Will Call page along with your agreement.

If it is an emergency and we are required to detour from our normal scheduled route to fill your tank there will be a \$95.00 trip charge.

***FYI - There are no extra charges to be on our Auto-Fill program and this helps both you and our company save time and money by getting regularly scheduled deliveries. If you are on a will call basis you can change that at any time by either calling us or sending an email to [info@southfloridagas.com](mailto:info@southfloridagas.com) and we will make the necessary adjustments to your account.***

If you have any questions regarding your account please feel free to contact us at (239)334-3131 and we will be happy to assist.

Sincerely,  
Charles Robb  
President  
South Florida Gas Co. Inc.

# SOUTH FLORIDA GAS COMPANY, INC

PO BOX 9351

FORT MYERS, FL 33902

TEL: (239) 334-3131 FAX: (239) 334-4621

WWW.SOUTHFLORIDAGAS.COM

## PROPANE SUPPLY AND EQUIPMENT AGREEMENT

This Propane Supply and Equipment Agreement is between South Florida Gas Company and

Name: \_\_\_\_\_

Delivery Address: \_\_\_\_\_ Zip Code \_\_\_\_\_

Billing Address: \_\_\_\_\_ Zip Code \_\_\_\_\_

\_\_\_\_\_ Phone No. (\_\_\_\_) \_\_\_\_\_ (H)

Email: \_\_\_\_\_ Phone No. (\_\_\_\_) \_\_\_\_\_ (C)

Email Invoice? Yes No

Set up on Auto Delivery? Yes

**HOME OWNER**      **RENTER**      (Deposit Required)

### PROPANE SERVICE TO CONSUMER, SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS.

1. SERVICE: Either the Company or Consumer may terminate gas service at anytime upon no less than 30 days notice in writing or in person. In addition, the Company shall have the right to terminate gas service without notice in case the Consumer shall fail to make payments when due, or no gas is used by Consumer for a period of 12 months or longer.

2. STORAGE: The Company will provide equipment suitable for safe storage of Propane Gas. Installation of such equipment shall be made at current published rates established by the Company. all equipment installed by the Company shall remain the property of the Company and shall be removed by the Company upon termination of gas service to the Consumer. Any loss or damage to the Company equipment due to acts of omission of the Consumer shall be for the account of the Consumer. The Consumer shall not engage in or permit any adjustment, tampering, connection or disconnection of any kind of Company equipment. All service and repairs to Company equipment shall be done by an authorized representative of the Company.

3. ACCESS TO EQUIPMENT: The Consumer grants an irrevocable license to South Florida Gas Company, Inc. at all times to go upon the Consumers premises for the purpose of installing, maintaining or removing Company equipment and free right of ingress on the Consumer's premises for the above purposes.

4. TRANSFER OF SERVICE: Transfers of service to tenants or persons other than the Consumer shall be made only with notice to and consent of the company. A transfer of service to a tenant shall not relieve the Consumer of any obligation under this agreement.

5. PRICE: The price of gas and other services provided by the Company to the Consumer shall be with the Company's price schedules currently in effect. Such price schedules are subject to change without notice. Amounts unpaid for more than 30 days shall bear interest at the rate of 18% annually. The Consumer shall pay all costs incurred by the Company in collecting delinquent accounts, including reasonable attorney fees.

6. GENERAL: This agreement constitutes all of the agreements between the Consumer and the Company. No waivers of modification are valid unless in writing and signed by the Company.

7. ALL SALES ARE FINAL: No refund for gas unless agreed to by the Company.

SERIAL NO. \_\_\_\_\_ DATE OF AGREEMENT \_\_\_\_\_

TANK SIZE \_\_\_\_\_ SIGNATURE \_\_\_\_\_

**SIGN HERE**



# South Florida Gas

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## COMPANY INC.

(239) 334-3131

### AUTO-FILL PROGRAM

- Never run out of propane again!
  - Automatic delivery & billing services
  - Peace of mind despite harsh weather conditions
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- The Auto-fill program is a cost saving program, where South Florida Gas passes savings along by discounted propane fuel prices. As we deliver to almost every area of Southwest Florida at least once a week we are able to schedule deliveries when the truck is in your area. Based on your propane usage we setup a frequency of yearly, monthly or weekly basis and track your propane fuel consumption and are able to save time and delivery cost.
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- If you would like to join the Auto-fill please check Auto-fill on the agreement form sent to you or you can contact the office to setup your account. (Leased tanks will automatically be set up for the Auto Fill program).
- When you are enrolled in the Auto-fill program we still encourage you to keep an eye on your propane gauge, as during power outages and stormy weather, or even guest visits, your propane consumption can change without us knowing. South Florida Gas will try to anticipate your changing usage during the winter seasons and increase frequency of propane fills but it is not a guarantee that you won't run out. Please inform us of any changes to your consumption to avoid running out of propane.
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### How Does Auto Fill Work?

The Auto-fill program is designed to make life easier for you. We have a computer program that looks at your history and compares with the current weather conditions. Based on this we can get reports that help us determine when to fill your tank. That way you can rest-assured your propane needs are being taken care of.

Auto Fill simply means that you no longer need to worry about checking the gauge on your propane tank and calling in to schedule a delivery. South Florida Gas will take care of monitoring your propane usage, and will route a truck to fill your tank only when you're getting low (usually when the tank is about 20-30% full).

We believe in over-delivering on service, not gallons!

Please note: Deliveries are not scheduled on an incremental time basis, but rather controlled by weather conditions and fuel load (the number and types of appliances that use the fuel). Auto-fill is continuous and perpetual -- this means you may receive a delivery during the off season. **It also means that you will remain on Auto-fill until such time that you request a change.** If at any time you want to take yourself off or resume the Auto-fill program we require that you sign and return a "Delivery Status Change Request" form. You may request a form by contacting our office.



# South Florida Gas

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## COMPANY INC.

(239) 334-3131

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### WILL CALL

Dear Valued Customer,

Should you choose to be on "Will Call" and not take advantage of our Auto-Fill program the following will apply:

1. There will be a \$95.00 charge for the Gas/Safety check.
2. Please call at least 7-10 days before you require a delivery. (Tank should be at 30% or more).
3. There will be a \$95.00 charge if we are required to detour from our normal scheduled route to fill your tank.
4. In the event you allow your propane tank to run out of gas, current regulations require a Leak Test be performed. The Leak Test service charge will be \$95.00.

Sincerely,  
Charles Robb  
President  
South Florida Gas Co. Inc.

I, \_\_\_\_\_ agree to the above terms.  
(Print Name)

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Signature

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Date