

Propane Frequently Asked Questions

Can I add a tank to my system? – Yes. Sometimes more tank capacity is needed due to equipment changes or delivery issues. Propane tank locations are subject to state regulations. Our technician will come to your location to review your equipment requirements and determine the best tank options for you. The first installation is provided at no cost. Installing additional tanks will be charged at regular labor costs.

Can I change the color of my tank? – Unfortunately, No. Our propane tanks are designed to meet the federal safety regulations. We do not allow customers to modify tanks in any way.

Can I move/unhook my tank? – Our certified technicians can move, unhook and reconnect propane tanks to accommodate construction, landscaping, seasonal use, etc. We do not allow uncertified persons to move, disconnect, reconnect, or otherwise tamper with our tanks. Unauthorized tampering places customers at increased risk of harm and can result in termination of service.

I am selling or moving, what happens to the propane in my tank? - Contact us to schedule a tank reading and complete a “Property transfer form”. You can choose to be reimbursed at the current market price (or purchase plan agreement) or gift the propane to the new resident. Propane companies require this information in writing to ensure the transfer is completed accurately.

What is considered “early termination”? – Early termination is defined as discontinuation of service less than 1 year after the date a tank was placed into service. Each tank installation requires more than one year of active deliveries to avoid “early termination” fees.

Can I put a cover on or hide my tank? – Propane tanks must have adequate venting and allow access for deliveries. Enclosed buildings and covers do not meet federal safety requirements. Shrubs or lattices may be used as a screen if they do not block access for the delivery driver. Please contact our office to discuss options BEFORE investing in screening. Blocked or unsafely covered tanks will be locked out until they can be safely returned to service.