

SERVICE REQUEST FORM

Williams Energy Group				Propane Sales, Service and Equipment Rental Agreement			
Agreement Date		Account Number		Credit Verification (Attach Credit Form & Report) <input type="checkbox"/> Approved <input type="checkbox"/> Not Approved		Social Security Number	
Customer Name			Home Phone Number		Email Address		Drivers License # and State
Present Employer			Number of Years	Work Phone Number		Cell Phone Number	Date of Birth
2nd Customer Name (if joint account)			Home Phone Number		Work Number		Cell Phone Number
Installation Address				City		State	Zip Code
Mailing / Billing Address				City		State	Zip Code
>>> IF YOU ARE A RENTER, LIST YOUR LANDLORD'S (PROPERTY OWNERS) INFORMATION BELOW <<< refer to section V.12.b.&c. in the Master Agreement							
Property Owner			Home Phone Number		Work Number		Cell Number
Property Owner's Mailing / Billing Address				City		State	Zip Code
Customer Usage (Propane Appliances)							
<input type="checkbox"/> Furnace		<input type="checkbox"/> Range / Cooktop		<input type="checkbox"/> Tank Water Heater		<input type="checkbox"/> Tankless Water Heater	
<input type="checkbox"/> Gas Pack		<input type="checkbox"/> Gas Logs		<input type="checkbox"/> Grill		<input type="checkbox"/> Outdoor Fireplace	
				<input type="checkbox"/> Dryer		<input type="checkbox"/> Space Heater	
				<input type="checkbox"/> Generator		<input type="checkbox"/> Pool Heater	
						<input type="checkbox"/> Other _____	
Service Type and Payment Terms							
<input type="checkbox"/> Keep Full Program - we will deliver Propane to you from time to time when we believe that delivery is appropriate. At the time of this delivery, your tank will be filled with propane to a capacity of at least 80% and not more than 85%. (as per paragraph 1.6.b. in the Master Agreement)							
<input type="checkbox"/> Will Call Program - we will not deliver until you call and request delivery. We may impose an additional transportation charge if your requested delivery does not meet the minimum delivery requirements as set forth in our list of current charges. Also, with the Will Call arrangement the purchase price of propane is charged at a higher cost than that of a Keep Full. You should call not less than three (3) business days prior to the date you anticipate needing Propane, unless otherwise published by your local Williams Energy Group location. If you call with less than three (3) business days notice, we may not be able to meet your schedule. We will also impose an additional transportation charge, and you may incur additional costs associated with retesting your System. We suggest that you call us when your tank reaches 25% but not before 40%. (as per paragraph 1.6.a. in the Master Agreement)							
<input type="checkbox"/> Level Payment - we will bill a level payment amount each billing period based on your estimated annual usage. From time to time during the year we will evaluate your usage and cost of gas and may make adjustments to your payment. You will be notified of any payment adjustment prior to you next payment due date. You are responsible to pay for the actual amount of Propane delivered to you. The Plan begins in June each year with a final payment due in May of the following year. (as per III.2.b in the Master Agreement)							
<input type="checkbox"/> Statement Billing - we will bill you after delivery, we will send you a statement after the Rented Equipment or Propane has been delivered to you that will include all applicable charges. Payment will be due by the due date shown on the statement. (as per III.2.c. in the Master Agreement)							
<input type="checkbox"/> Pay in Advance - you must pay in advance of delivery, no Propane or Rented Equipment will be delivered to you unless you have paid in full prior to delivery. You may pay in advance by either mailing your payment to the address shown on your Service Information Form, by dropping your payment at one of our payment locations (a Williams Energy Group Office), or you may pay by credit card by calling our Local Office Number. Service will not be provided until we have actually received your payment. (as per III.2.a. in the Master Agreement)							
In accordance with Williams Energy Group's commitment to safety, the Customer agrees to the following terms:							
<p>The Customer will purchase and receive delivery of all propane utilized with the above Equipment from a Williams Energy Group location. Williams Energy Group and its authorized representatives will be allowed necessary access at any time to inspect, service, remove, replace or move any part of the Equipment. Only Williams Energy Group and its authorized representatives will deliver propane and have contact with the Equipment. State law prohibits the filling of this Equipment by anyone other than a Williams Energy Group employee or authorized representative.</p> <p>The Customer authorizes Company or any credit reporting agency employed by Company to evaluate any of the above stated information to determine Customers qualifications for a credit account. Customer represents and certifies that the above stated information is true and complete to the best of their knowledge.</p> <p>The terms and conditions of the Agreement are set forth above, on the reverse side hereof and in the Master Agreement that the Customer has received from Williams Energy Group. The parties hereto have caused this Agreement to be executed the day and year first above written. (Customer signature to be verified by driver's license or social security card.)</p>							
WILLIAMS ENERGY GROUP				CUSTOMER			
By _____				Signature _____			
Branch Location _____				Date _____			

PART A. PROPANE USERS SAFETY GUIDE

Living with Propane - Propane is a liquid hydrocarbon that vaporizes into a colorless, odorless, highly flammable gas. In properly maintained and operated systems, propane is completely safe. However, it can be extremely dangerous if an uncontrolled release of propane occurs. In order to detect an uncontrolled release of propane, an odorant, usually ethyl mercaptan, is added to propane. Propane plays an important role in our everyday lives. Propane is used not only as an efficient energy source for heating and cooling but also is used extensively in manufacturing and agriculture. To most consumers, propane is an invisible fuel, transported in tanks and underground, ready to use in your home or business. But, like all fuels, it must be handled wisely to ensure safety. You should know:

Propane is flammable and may cause fires and explosions. No odorant is effective to warn every user all of the time. Improperly vented or defective appliances can cause life-threatening carbon monoxide poisoning. Colds, allergies, smoking, alcohol or age can affect your ability to smell any odor. Strong competing odors may mask the odor of escaping propane. Continued exposure to any odor, including odorized propane, can cause you to get used to the odor and fail to detect its presence. The strength of the odor is not a reliable indicator of the amount of gas present. Propane is heavier than air, making floor-level leaks hard to detect. When smelling for propane, be sure to smell at floor level. Exposure to certain masonry materials may lessen the effectiveness of the odorant. Always be sensitive to the slightest propane gas odor. Any gas odor may signal a serious leak. Investigate all foul odors. What you may think is garbage, sewage or a dead rodent may be a serious propane gas leak.

Odor Fade - On rare occasions, propane gas may lose its distinctive odor. This is called "odor fade".

Air, water and rust in a propane tank or cylinder may weaken the gas odor, especially if the valves are left open after the container has been emptied. Sometimes propane gas can lose its odor if a leak occurs underground. Odorant can be absorbed by building materials such as unpainted or untreated masonry and rough wall surfaces, furniture fabrics and drapes, and inside walls of gas piping and static or periodically used propane storage containers and distribution systems.

Electronic Gas Leak Detectors - Under some circumstances you may not smell a gas leak. Therefore, it is important to install an electronic gas detector in your home. When operating properly, these detectors may provide an added measure of safety, however, they are not 100 percent reliable and may give false alarms or may fail to signal when propane is present. Never ignore the smell of odorant, whether or not the detector is signaling the presence of propane. Leak detectors must be properly installed and maintained according to the manufacturer's instructions. **Gas leak detectors are not a substitute for properly odorized propane or a properly maintain system.**

Nearly Empty Tanks - When a propane gas tank is close to being empty, you may get a momentary whiff of odorant when stove tops burners are ignited. However, if the smell lasts more than a moment, the odor means you may have a serious propane gas leak. Any persistent odorant smell is your signal to take immediate emergency action. Do not assume your tank is nearly empty.

Emergency Propane Safety Procedures - If you suspect a gas leak, do not do anything that can cause a spark or flame. Any spark or flame in the area where propane gas is present may ignite the gas. Immediately put out smoking materials and other open flames. Do not turn lights on or off. Do not use any type of phone. Do not operate any type of equipment or appliance. If possible, close all gas tank, cylinder or gas meter supply valves. Tank and cylinder valves turn off in the clockwise direction. Gas meter valves are in the off position when the handle is perpendicular to the piping. Ventilate the area. **Get everyone out, and leave the area at once.** Call your local fire department and propane service professional from a safe place such as a neighbor's home. Do not re-enter the area until it has been inspected by a professional and determined to be safe. Make sure the area has been aired out prior to your return. Have a CETP-trained propane service professional repair any leak, turn on the gas, leak test the system, check all the gas appliances and relight the pilot lights.

Important Safety Reminders - Never enter an area where you suspect a gas leak. If you suspect a leak, do not do anything that can cause a spark or flame. Do not smoke or operate light switches. Always be alert for any propane odor. Even a faint odor may indicate danger. Repeated pilot outages may signal a problem with your system. Don't attempt to relight the pilot or service your equipment. Call your propane dealer. If you choose to light your own pilots, follow all of the appliance manufacturer's instructions. Before lighting a propane gas appliance, sniff the area at floor level. Don't light the appliance if you smell gas. If your appliance has been flooded, shut off the gas immediately at the tank. Do not use the appliance until the equipment has been checked and serviced by your propane dealer or qualified appliance repair service. Improperly vented or defective appliances can cause life-threatening carbon monoxide poisoning. Have your propane system and appliances regularly checked by your propane dealer or qualified appliance repair service. Don't use tools to operate controls. If controls are difficult to operate by hand, call your propane dealer. Keep combustible products like gasoline, kerosene or cleaners away from propane appliances and tanks. Your appliance pilot lights could ignite fumes from these products. Always read instructions carefully prior to operating any propane gas appliance.

PART B. GAS LOG WARNING AND DISCLAIMER

You, the owner (user) are directly responsible for the day to day continuing use, operation, inspection, and periodic maintenance of your gas log(s). Owner (user) shall not operate any gas log(s) until they have received and thoroughly understand the Owner's Operation and Installation Manual specific to their gas log(s) model. **If the owner (user) does not follow exactly the information in the Owner's Operation and Installation Manual, a fire, explosion, and/or sooting may result, causing property damage, personal injury, or loss of life.** Changes within your home's structure and environment can lead to serious operational changes in existing gas log use. Removal and replacement of gas logs for cleaning, dusting, etc. must be done exactly in the manner described in the Owner's Operation and Installation Manual to avoid improper flame impingement which will cause sooting problems. Consult your owner's manual. Williams Energy Group shall only be responsible for the initial installation being completed in accordance with local code and within a workman like manner. Manufacturer's warranty terms and conditions shall be the primary source for claims for defective equipment, etc. for which Williams Energy Group shall assist owner (user) either directly or indirectly as appropriate. The owner (user) hereby acknowledges and accepts the direct responsibilities noted with this gas log warning and disclaimer and certifies that they received and understand the manufacturer's instructions provided and agrees to operate owner's (user's) gas logs in strict compliance of such at all times while holding harmless Williams Energy Group and its affiliated associates.

CUSTOMER / OWNER DISCLAIMER - Through your (owner's) acknowledged receipt and understanding of the gas log(s) Owner's Operation and Installation Manual, owner (user) has the ultimate responsibility in the day to day continuing safe use, operation, inspection (or provision therefore) and appropriate periodic scheduled maintenance of owner's (user's) gas logs.

PART C. CUSTOMER OWNED APPLIANCE INSTALLATIONS

If Customer requests for installations of new appliances and equipment obtained by them from outside sources that are not approved vendor brands and models carried by Williams Energy Group, the said appliances will not normally be approved for installation by the Company. This policy has been established to ultimately protect both our company and the consuming public and is not limited to the following factors:

- Consumers gain improved liability coverage on the brands and models we sell and service with the combined insurance limits of our approved vendors and manufacturers.
- Our service personnel receive industry specific "in house" and manufacturer training on the appliance brands we sell.
- Williams Energy Group has established warranty procedures through our key vendors and manufacturers for the equipment and appliances we sell.
- In warranty cases on products we sell, Williams Energy Group can expedite replacement equipment and appliances when repairs aren't feasible instead of the customer having to wait for a warranty claim to be processed at a time when the equipment is most needed.
- Requests for installation of used equipment and appliances of unknown origin and circumstances carries the potential for serious liability and consequences that our company will not accept on behalf of the customer, i.e., flood damage, internal mechanism and safety control deterioration, and tampering.
- Gas equipment and appliances purchased by customers from outside sources such as mass merchandise stores with untrained or ill-informed personnel often require conversions unknown at the time of purchase.
- Williams Energy Group would have no means of, nor sources for, providing warranty assistance on appliances purchased elsewhere by the customer in regards to warranty labor, parts, or replacement.
- Installation of equipment we sell and are experienced with in regards to installation peculiarities and final adjustments ultimately results in less expense and call backs for the customer.

CUSTOMER DISCLAIMER - In the event that an installation is made by Williams Energy Group personnel of customer owned equipment and/or appliance(s), customer has hereby been informed and agrees that he/she is responsible for all warranty claims and to the use and merchantability of said equipment and/or appliance(s), customer further agrees that subsequent calls for service for the purpose of adjustment, lighting, instruction, repair, replacement or removal, but not hereby limited shall be at Williams Energy Group's then current labor rates plus materials.

PART D. DRIVER WAIVER - ACCESS TO PROPERTY

You agree that our representatives may enter your Property (even if you are not present) for the purpose of making deliveries of Propane, gaining access to equipment into which Propane is delivered, for repairs and maintenance, for installing or removing property belonging to us, for investigating the cause of any fire or accident and for any other purpose related to the Service. We may refuse to provide Service if we believe that we cannot safely make delivery due to conditions on or approaching your Property, including unsafe road conditions, dangerous animals or locked gates. Our delivery policy requires that your tank be filled from a delivery truck parked on a suitable roadway or approach with the distance between the two being no more than 100 feet. Should the location of the tank prohibit delivery from the roadway, it becomes your responsibility to provide a suitable roadway, driveway or other approach to enable delivery. You agree to maintain the property in a condition so that the weight of our vehicle will not damage your driveway, yard, or septic tank and agree not to hold us responsible for any such damage. You agree not to erect structures, fences, or other improvements and not to plant or grow trees or shrubs that restrict access to the equipment.