



PROPANECOMFORT.COM WEBSITE FAQs

QUIZ

I took the quiz, but I'm still confused about what I need to do next to prepare for winter. What should I do?

If you have not yet filled your tank for winter or are unsure about whether or not you currently have a contract in place we suggest getting in touch with your propane provider to talk about your options for fills and payment programs.

If you already have a contract with your provider, then you've taken an important step toward being prepared this winter. Other things you can do include practicing propane appliance efficiency tips and reviewing propane safety tips for winter, which are listed on propanecomfort.com.

I took the quiz and I have a contract with my propane provider, but it's for propane in my business, not my home. Should I still contact my propane retailer about early fills, automatic refills, or payment programs?

Businesses and agribusinesses operators that use propane in the winter, whether for space heating or other appliances or equipment, are also encouraged to get in touch with their propane provider if they don't already have a residential contract in place or want to review fill options and payment programs.

PROPANE APPLIANCES

I'm not sure if I have propane appliances in my home or not. Are there some things I can look for that designate whether they run on propane or natural gas?

Reviewing your utility bills and checking to see if the provider lists natural gas or propane (can also be listed as LP or LPG) is the easiest way to determine if your appliances run on propane or natural gas. Another good indicator that your home uses propane appliances is if you have an above ground propane tank, underground propane tank, or are connected to a community system propane tank. If you are unsure, other resources you can contact include your real estate agent, landlord, or builder/developer.

Finally, check the information plate on your gas appliances. This plate lists the model number, serial number, and fuel type of the appliance. If you still aren't sure, contact your local gas company or a certified contractor to inspect your home.

What types of appliances in my home might run on propane?

Many homeowners use a variety of propane appliances inside and outside of the home. The list includes but is not limited to the following indoor appliances:

- Space Heating: Furnaces, boilers, garage heating, zone heating, and hybrid heating systems.
- Water Heaters: Storage tank and tankless water heaters.
- Kitchen Appliances: Propane gas ovens, ranges, and indoor grills.
- Fireplaces
- Clothes Dryers
- Backup Power: Standby generators and micro-CHP systems.



Outside of the home, you may also use propane for grills and outdoor kitchens, outdoor fire pits and fireplaces, patio heaters, and lighting.

I don't have a gas detector in my house, but I use propane appliances. Do I need one?

PERC recommends that homeowners consider installing one or more UL-listed propane gas detectors and carbon monoxide detectors. This is important if you or others in your home have difficulty smelling propane, or if appliances are in little-used areas of your home where the smell of propane might not be detected. Detectors can provide an additional measure of security. And remember to always follow the manufacturer instructions for installation, location and maintenance of your carbon monoxide or propane gas detectors.

I'm considering adding propane appliances to my home — is now a good time to switch? Should I be worried about availability of the fuel?

Gas processors and oil refiners in the United States make more than enough propane to meet demand for propane here at home, and experts predict that propane production will continue to rise for years to come.

We encourage homeowners considering a switch to propane to talk with their local provider about fill programs and payment options that meet their needs. Working with a provider is the first step and best step to ensure that fuel availability is never a concern.

The website recommends that I should get my propane heating systems and appliances checked before winter. Will my propane retailer do that for me or someone else? Is it free?

All appliances using propane should be properly maintained in order to operate safely, properly, and efficiently. Only a qualified service technician has the proper training to install, service, maintain, and repair your appliances. Make sure you have a qualified service technician install and service your appliances.

Your propane provider may provide this service, so check with them first. Otherwise, check your local yellow page listings and business directories for qualified service technicians in your area. Prices and fees will vary depending on your selected service provider.

PROPANE SUPPLY QUESTIONS

What is the propane industry doing to prepare for winter?

The propane industry has been working hard to resolve some of the transportation and infrastructure challenges that the industry faced last year. Transport companies have been aggressively expanding over the road fleets and the number of leased railcars that they intend to use for propane service. Additionally, propane providers have been increasing storage in certain areas of the country by utilizing customers' propane tanks this winter and filling tanks early in the season. We encourage customers that use propane for primary home heating to get in touch with their propane provider about early fill programs and payment programs, if they haven't already.

Is there enough propane to meet demand this year?

Gas processors and oil refiners in the United States make more than enough propane to meet demand for propane here at home, and experts predict that propane production will continue to rise for years to come.



We had to ration our propane last year and I want to make sure I’ve got enough propane for my home this year. What delivery options do I have?

Customers using propane for primary home or space heating this winter should get in contact with their local propane provider now to discuss delivery options, such as early fills, automatic refills, and payment programs. Filling your tank early in the season and having a conversation with your provider about winter needs can help them ensure you have a comfortable and safe winter.

What should I do if I run out of propane?

Running out of gas can create serious safety hazards. If your propane tank runs out of gas, any pilot lights on your appliances will go out. This can be dangerous if not handled properly. In many states, a propane retailer or a qualified service technician must perform a leak check of your propane system before turning the gas back on.

Establish a regular delivery schedule with your propane provider to prevent running your tank empty. Also, periodically check the fuel gauge on your propane tank. If the fuel level drops below 20 percent, call your provider.

The website says I should check my propane tank to make sure I have an adequate supply. How can I do that? How often should I check my propane tank supply?

Making sure there is an adequate supply for propane in your tank at all times is an important safety step for you and your family. Most propane providers deliver based on your household needs and local weather patterns to make sure there’s always enough fuel in your tank.

Talk with your propane provider about services offered, including early fill and automatic refill programs, which ensure that you never have to worry about checking the level of propane in your tank. And call your local propane provider if your gauge reading measures 20 percent or less. If you don’t have a gauge on your tank, or if you have questions, call your local provider.

I just moved into a new home, how will I know how much propane I should expect to need to heat my home this winter?

Your local propane provider is your best resource for planning for your home energy needs. Get in touch with your provider to find out more and be sure to ask about early fills, automatic refills, and payment programs.

If you are in need of a new propane provider, customers can visit propane.com and use the “Find a Propane Retailer” online application to search for one in their area or by service need.

PRICE/PAYMENT OPTIONS

Are there any payment assistance programs that I can take advantage of in case this winter is bad again?

The Low Income Home Energy Assistance Program (LIHEAP) is a federally operated program that helps keep families safe and healthy through initiatives that assist with energy costs. For more information about the program visit <http://www.acf.hhs.gov/programs/ocs/help>.



I'm on a tight budget and am worried about paying my propane bill if prices rise again this year. How can I budget for this winter?

Practicing home energy efficiency is one way propane customers can manage their budget this winter. Taking simple steps such as opening curtains during the day to utilize heat from natural light and setting water heaters no higher than 120 degrees Fahrenheit can reduce energy costs by as much as 25 percent. For more tips, watch the efficiency tips video for propane at propanecomfort.com.

Additionally, reviewing account history and past bills with your local propane provider can help you predict usage needs for the winter ahead. Get in touch with your propane provider if you have questions about your bills or payment options.

Last winter my propane prices skyrocketed. Will that happen again this year?

Like other energy sources such as natural gas and electricity, the price of propane is market driven and varies by state. Weather is an important factor in propane demand, and we can't predict the weather.

If you're not already in a contract or want to review payment programs and options, get in touch with your local propane provider to make a home energy plan that works for you and your needs.

Can I lock in a price for my propane?

Propane price can vary by geography, use, supply and demand factors such as extreme weather. Different propane providers offer different payment programs and contract options. If you have questions about your home heating prices or contract, get in touch with your local provider.

PROPANE PROVIDER

I'm getting ready to call my propane provider to talk about preparing for winter. What should I ask him/her to make sure I'm ready?

Propane providers are urging customers to start preparing for winter now by planning for their supply needs. One important step is asking customers to fill their tanks early, increasing the propane available in the areas where it's needed and reducing the impact of spikes in demand. If you haven't already filled your tank, ask about making arrangements for an early fill. Additionally, consider asking about automatic refills and payment programs, if you aren't currently on a delivery contract.

How early should I contact my propane provider to discuss my propane needs for the upcoming winter months?

It's never too late to start talking with your propane provider about planning for winter. Through our Consumer Safety Preparedness Campaign, we're asking customers to get in touch with their propane provider now if they haven't already made plans. However, the summer is also a great time to talk with your provider about winter.

I just switched to propane appliances, how can I find a retailer?

On propane.com, customers can use the "Find a Propane Retailer" online application to find a provider in their area. Customers can search for providers based on location and/or by service needed.