



PROPANECOMFORT.COM WEBSITE FAQs

QUIZ

Propane for Homes

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 haven't yet filled your tank for winter or made arrangements for propane delivery, get in touch with your propane provider to talk about your options.

If you've already made arrangements for a propane delivery, then you've taken an important step toward being prepared this winter. To learn more, check out the winter safety tips on propanecomfort.com.

Propane for Businesses

I use propane for my business. Should I talk with my propane provider about my propane needs for winter?

Yes. To avoid any business interruption, make sure you and your propane provider have a plan that will keep your tanks full year-round.

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 or underground tank or a connection to a community system propane tank. If you're unsure, ask your landlord, real estate agent, or builder.

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: 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 have propane appliances. Do I need a gas detector?

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?

It's a great time to switch to propane. The United States makes more than enough propane to meet demand here at home, and experts predict that production will continue to rise for years to come.

What's more, advances in propane residential appliances are lowering homeowners' energy bills with improved efficiency, and cutting harmful emissions. Homeowners considering a switch to propane should talk to their local provider about fill programs and payment options. Working with a provider is the first step to ensuring that fuel availability is never a concern.

The website recommends getting my propane heating system and appliances checked before winter.

Will my propane provider do that for me? 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 may vary.

PROPANE SUPPLY QUESTIONS

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.

What delivery options do I have?

Ask your propane provider about delivery options. 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, 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 maintenance and 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 of propane in your tank at all times is an important safety step for you and your family. Check the gauge on your tank regularly, and call your propane provider when the tank is 20 percent full. If you don't have a gauge on your tank, or if you have questions, call your propane provider.

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

The propane provider whose name is on the propane tank will be your best resource for planning for your energy needs. Be sure to ask about any programs that can help keep you and your family safe and warm all winter.

If no propane provider's name is on the tank, visit propane.com and use the Find a Propane Retailer resource to find a propane provider in your area.

PRICE/PAYMENT OPTIONS

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

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 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.

In 2013-2014, my propane prices skyrocketed. Will that happen this year?

The price of propane, like the prices of other energy sources, is driven by market forces. Weather is an important factor in propane demand, and we can't predict the weather.

Get in touch with your propane provider to make a home energy plan that works for you and your needs.



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.

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

It's never too early to start talking with your propane provider about planning for winter. We're asking customers to get in touch with their propane provider now if they haven't already made plans.

I just switched to propane appliances. How can I find a retailer?

On propane.com, you can use the "Find a Propane Retailer" resource to find a provider in your area. Search for providers based on location and by service needed.