



## HOME COMFORT PROGRAM

# RESIDENTIAL TANK MONITORING SYSTEM



As a Hocon Gas customer, our Residential Tank Monitor enables us to measure your propane tank level, which you can view at any time through your Hocon online account. Combined with our Automatic Delivery program, you'll never have to check the levels or worry about your propane

delivery again, as we will monitor and fill your tank when it needs it. Never run out of propane again! Whether it's your primary residence or a second home, running out of fuel can cause terrible damage. Set an alert, and with our tank monitor, you'll always know when you're getting low.

### WHY DO I NEED A TANK MONITOR?

The tank monitor allows you to monitor the amount of propane in your tank from anywhere you can access your Hocon Gas account. Having a monitor eliminates any variables by keeping you updated with the current level of your tanks. By having a tank monitor, it allows you to have a better idea of your fuel consumption and prevents unexpected run outs of gas. The monitor automatically notifies us to reach out and schedule a delivery when your tank reaches the reorder point.

### WHAT ARE THE BENEFITS TO HAVING A TANK MONITOR?

The tank monitor gives you peace of mind knowing you have the ability to access your propane tank fuel level to avoid running out. It may also reduce the amount of deliveries, and allows you to track your consumption rate.

### DOES THIS MONITOR REQUIRE EXTRA MAINTENANCE FROM ME?

Absolutely not! We will install the monitor and perform any necessary maintenance when deliveries occur. The installation of your tank monitor will take less than 60 minutes and as long as we have access to your tank, you do not need to be present for the installation.

### WILL THE MONITOR NEED TO CONNECT TO MY LOCATION'S NETWORK?

No, the monitor communicates by cellular network technology. Hocon Gas provides this connection to you. No landline required, so if phones are down in a storm, we still know how much propane you have.

### HOW BIG IS THE TANK MONITOR AND WHERE DO YOU INSTALL IT?

It is a small attachment to the top of your existing tank. The monitor is about the size of a phone. If your tank is below ground, the monitor will be installed out of sight below the dome or lid.

### HOW DO I ACTIVATE MY MONITOR?

Your monitor does not require activation on your part. Once it is installed, you simply login to your Hocon Gas account to view your tank level.

### HOW DO I ACCESS THE DATA FROM MY TANK MONITOR?

From your computer, tablet, or mobile device, login to your Hocon Gas account. Your monitor readings can be found under the location tab for each location that has a monitor as long as you are on some kind of delivery schedule.



### ONE TIME INSTALLATION FEE

**\$99.00** (regular price \$200.00)

### INITIAL MONITORING FEE

**\$84.99** (PLUS TAX)

Annual inspections are included with the Hocon Home Comfort Program (HHCP). A 20% discount on parts, labor, and diagnostic fees will be applied to any repair during the program plan year. HHCP Programs are in effect for 12 months and are self-renewing each year thereafter at prevailing rates. HHCP Programs are transferable to new property owner at seller's option or voided upon request, but no amount is refundable. **PRIORITY SERVICE:** Our program clients receive priority scheduling ahead of non program clients. HHCP will endeavor to render prompt and efficient service, but it is expressly agreed that HHCP shall in no event be liable for damage or loss caused by delay or any loss arising out of the performance of this agreement. Annual inspections may be scheduled at any time during the service program year through a regular mailing of post card reminders and follow up calls. HHCP will make every attempt to schedule the tune up, however this responsibility is shared with the client. The client must make the unit(s) accessible to be worked on during normal business hours. HHCP reserves the right to modify this program, including terminating it without prior notice. In the event of program termination, all earned rewards will be available for use by our clients for a period of one year following program termination. **SERVICE HOURS:** An annual tune-up will be performed once during the term of the program. Tune-ups are performed by our Service Department during normal working hours Monday-Friday 8:00AM to 4:00PM excluding holidays. Repairs or services not covered by the plan will be performed and charged to the client at prevailing rates and/or as prescribed by the membership and services purchased. Emergency service performed outside of normal business hours, will be charged at \$250 per hour. During the life of the program the company will provide dependable, priority, emergency service 24/7, 365 days a year to all program members. The company will provide service as soon as practical during regular business hours and under normal business conditions, or on an emergency basis, if necessary. Emergency service is defined as no heat, no hot water, gas leaks or other dangerous situations. The company will not be held liable for any damages that occur for seasonal property, property that is unattended or vacant.