

## Understand Pricing Options

The Connecticut Office of Policy and Management conducts a weekly survey of retail heating fuel prices in the state. Go to [www.ct.gov/dcp](http://www.ct.gov/dcp), select **Energy Info**, then select **Connecticut Heating Fuel Price Information**.

Make sure the dealer you buy from is registered with the Department of Consumer Protection, as required by law. See **License Verification** at [www.ct.gov/dcp](http://www.ct.gov/dcp) or call 860-713-6160.

Some propane dealers offer guaranteed price plans. Retail contracts for propane gas that offer a guaranteed price, including fixed price contracts, must be in writing. All terms and conditions must be disclosed in plain language and must be printed in at least twelve-point boldface type.

Ask for a signed, dated copy of any contract that you sign, and hold on to all your delivery receipts for at least a year, in case there is a dispute.

Propane dealers may also offer pre-buy contracts. Pre-buy contracts can be risky. If you sign a pre-buy contract, use a credit card that has purchase protection and only buy from a reputable dealer.

Since there can be limitations on who can fill the propane tank, contracts can be no longer than 36 months for most tanks. A five-year contract is allowable for underground tanks, as long as the rental agreement is concurrent with the contract. Contracts are not required where COD arrangements are in place. Pre-buy contracts must indicate:

- The amount of funds you paid to the dealer under the contract.
- The maximum number of gallons of propane that the dealer has committed to deliver to you under the contract.
- That performance of the prepaid propane gas contract is secured.
- Within thirty days after your contract ends, any undelivered propane gas owed to you under the contract shall be reimbursed to you, unless you and the dealer agree otherwise. This agreement should be in writing for your protection.

## Shop Around

The price of propane can vary widely among competitors in a local market. You should take advantage of this competition by shopping around for the best price and quality of service. The price of propane also depends on the amount of fuel used. A low usage individual can pay 2 to 4 times the amount of a high volume user. Ask friends and neighbors for names of reputable and reliable fuel delivery companies.

Before choosing a propane dealer, please call the Department of Consumer Protection at 1-800-842-2649 to find out if complaints have been filed against that company.

## **TRANSPORTING PROPANE IS DANGEROUS!**

Secure tank in an upright position. Do not transport propane tanks larger than 100 lb. cylinders (26 gallons), per Connecticut Department of Transportation Regulations.

State of Connecticut  
Department of Consumer Protection  
Food and Standards Division  
165 Capitol Avenue  
Hartford, CT 06106

Toll-free: 1-800-842-2649  
Fuel Questions: 860-713-6160  
email: [food.standards@ct.gov](mailto:food.standards@ct.gov)



# Heating with PROPANE in Connecticut



## Heating with Propane

The Department of Consumer Protection offers this information to help you shop for propane.

More than 30,000 families in Connecticut heat with propane and about 200,000 others use it to cook or run a small heater or fireplace. Prices for propane are determined by national and international factors. Propane prices are not regulated by the state or federal government.

## Rights and Responsibilities of the Tank Owner

Unlike heating oil, where homeowners own their own storage tanks, propane dealers commonly maintain ownership of the tanks because propane tanks require regular inspections and testing.

When considering renting your tank, be aware of additional fees such as tank rental fees, hazmat fees, maintenance fees, tank removal fees, low usage fees and others. These fees should be stated in the contract.

When buying a home, check who owns the propane tanks. In Connecticut, only the tank owner is allowed to fill, empty, disconnect, and transport both the tank and the regulator. This can make switching from one propane provider to another a bit more involved than with other fuels, so many people consider buying their own propane tanks.

## Steps to Safely Install Propane

1. Contact your local fire marshal and/or building official to obtain the correct permits and requirements.
2. Use a licensed individual (i.e., holder of a P1 or G1 license) to install the tank and/or lines. Contact the Department of Consumer Protection to verify the installer's license.
3. Have the licensed installer select tank and lines based on usage.
4. Department of Public Health code requires that the tank and lines are 25 feet from any well and well lines.
5. The pressure test must be witnessed by your local fire marshal or building inspector.
6. Choose a propane provider. Contact the Department of Consumer Protection to verify that the provider has a current propane/heating oil dealer (HOD) registration.
7. Service performed on propane and oil equipment must be completed by a properly licensed individual.

## VERY IMPORTANT!

A "leak test" is required any time there is an interruption in the propane supply.

Whenever a tank is connected or an empty tank is filled, it must be retested for leaks.

## Steps for Changing Companies

If the tank on your property is owned by a propane company and you want to switch to another company that will provide its own tanks, have the new company do the following:

- Provide at least four business days written notice to the current propane provider to disconnect and remove its tank and regulator before the new company does its installation.
- Written notice must include the name of the person, business, or propane supplier requesting the disconnection; your name and address; and the scheduled date and time of disconnection.

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- Your new company should coordinate delivery and connection of your new tanks with the disconnection of the old tanks so as not to cause an interruption in your service.
- After providing written notice to your old provider, your new company may disconnect the original tanks in a way that renders them free of leaks, with valves turned off and all openings plugged, and move the tanks to a safe location on your property away from living areas.
- Only the owner of the tank may move the tanks off your property. The disconnected tank or regulator is required to be moved from your premises within 15 business days after being disconnected.
- In extremely cold weather, where a need for indoor heat requires that the switch take place immediately, or if a tank leak or fire causes potential harm or danger, any propane gas supplier may disconnect or evacuate the cylinder or tank at the direction of a public emergency response agency such as the fire department.