SemStream™ Arizona Propane

If You Move
When you call about closing your current account, the customer service representative will ask you for your new address. If your new address is in our service area, the representative will arrange for gas service to be conveniently turned on.

How To Close Your Gas Account
If you need to discontinue gas service, please call us at least 24 hours before you move. We will need to read the meter or gauge on your tank before closing your account. You are responsible for payment of the bill for gas service in your name, even if you make an arrangement with someone else at the service address. ***To protect yourself and your credit, remember to have your gas account discontinued.***

Paying Your Bill
Payments are due 10 days after billing. Payment may be made in person at our local office in Payson, left in the "Night Drop Box" at the local office, or mailed in the envelope enclosed with this bill. You also may leave your payment in the drop box located at Payson Town Hall. Drop box payments are collected and posted to the customer records daily, except weekends. ZapPay is a **worry-free payment choice, convenient for you at home or when planning a vacation. Sign up for ZapPay, our automated funds transfer program: your bill payment will be automatically transferred from your checking or savings account each month.** The company reserves the right to suspend service for non-payment of bills for gas service, non-payment of service establishment charges, non-payment of deposits, and for non-payment charges resulting from damage to company equipment, as well as refusal to allow access to company equipment during business hours, or failure of the customer to follow through on their payment arrangements. Service discontinued because of non-payment will only be restored after satisfactory arrangements have been made by the customer. In addition, there will be an advance payment of the reinstatement charge. In no case will the reinstatement charge be less than $20.00.

Late Charges
Any account balance that is 30 days or more past due will be assessed a late fee of 1.5% per month (18% per annum).

If You Have Problems Paying Your Bill
If you are having problems paying all or part of your bill, please let us know. Our company policy is to do our best to work out bill arrangements. However, we can't make arrangements unless you call to let us know you are having difficulties in paying your bill.

Accounts with bills more than 30 days past due are subject to termination of service with a reconnect charge to restore service when the bill is paid. ***We don't want to shut off your gas service, so please call us and make arrangements to pay your bill if it is past due.***

Propane Delivery
To receive a delivery, accounts cannot be in arrears. We will not deliver a second load until payment is received for the previous load.

Assistance In Paying Your Bill
Assistance in paying fuel bills is available for low-income customers in Payson at the following office:

Community Action Program
107 W Frontier Street
Payson, AZ 85541
(928) 474-1759

If Your Are Away from Your Home
We can arrange to send your bill to your out-of-town address when you are away. If you are planning a winter vacation, it is wise to have someone visit your property frequently to make sure your home's equipment is working properly.

Equipment And Access
All equipment associated with the gas system, such as the tanks, the risers, the meter, and the regulators, etc. belong to SemStream Arizona Propane. Personnel need to have access to the equipment. If your yard is locked or you have an aggressive dog, please contact our office to make arrangements for our personnel to enter your yard.

Metered Tanks.
Filling: The meter reader will check your tank each month and schedule for a fill when necessary. You are billed based upon the gas flow through your meter. You pay for the gas after it has been used.

Leased Tanks.
Filling: You must watch the gauge and call us when you need a fill. Please call when the gauge indicates 20%. Please note, gas costs more per gallon if you order less than 80 gallons. There are discounts available if you can take 300+ gallons or 600+ gallons per delivery.

We Are Only A Phone Call Away
To call your local office for assistance, or an emergency:

Business Office: (928) 474-2294

Emergencies: (928) 474-2294

Before You Dig, Call Blue-Stake

Dial 811

It is the law! Avoid injuries! Save time and money!

For more information, visit: www.semstreamarizona.com

New Address and or Phone Number: _____

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