

**If you need an emergency propane delivery, contact  
Suburban Propane at 1-800-PROPANE.  
(1-800-776-7263)**

April 27, 2023

**Propane Customer Bill of Rights**

Residential customers with signed contracts for exclusive delivery into a supplier owned liquified petroleum gas (LPG) tank, have the right to purchase LPG from a temporary emergency supplier notwithstanding the provisions of the contract, when:

The customer reasonably believes the amount of LPG in their tank will be insufficient to meet their needs and, after a good faith effort, has been unable to obtain an LPG delivery from the customer's regular LPG supplier within 24 hours of the customer's request when:

1. A federal, state, or local emergency has been declared,

or

2. Severe weather or other similar circumstance that may result in an individual being placed in imminent danger of death or injury or may result in a building structure and/or its fixtures being at risk of significant damage due to lack of heat caused by the lack of sufficient liquified petroleum gas to heat the residence.

Under these emergency situations, the regular LPG supplier or the temporary emergency supplier can only impose its usual charges and is prohibited from charging any additional fees or penalties for the LPG delivery and, as of April 7, 2023, all contracts offered by regular and temporary suppliers are required to include these provisions in their contracts.

**Report Violations to  
NYS Bureau of Weights and Measures  
518-457-3146**



**Agriculture  
and Markets**

**Note: It is only permissible for an “emergency supplier” to fill another company’s tank when the conditions listed above have been met.**

**Suburban Propane does not give consent for a third party to fill our customer’s tank, regardless of ownership, outside of this provision.**