



Steven W. Troxler  
Commissioner

North Carolina Department of Agriculture  
and Consumer Services  
*Standards Division*

Stephen Benjamin  
Director

September 16, 2018

To: Propane Gas Dealers, Customers and Interested Parties

Re: Enforcement Discretion for Delivery of LP-Gas to Other Companies Customers

Due to the flooding and power outages being experienced as a result of Hurricane Florence, some LP-Gas companies are not able to provide service to their customers for a variety of reasons, including damaged LP-Gas company equipment, lack of phone service to the company and access to the customer areas.

As these customers still need LP-Gas for emergency generators and other purposes, the North Carolina Department of Agriculture and Consumer Services, is exercising enforcement discretion with respect to North Carolina General Statute §119-58 (b) to the extent that a LP-Gas supplier may make a delivery to a tank owned by another LP-Gas company or to a customer owned tank that may have a contract with another LP-Gas company, during this situation. This is to allow for the continued service at the customer's location.

This is not intended to permit the assumption of customers, without notice, to the alternate LP-Gas company. We encourage customers and alternate suppliers to document attempts to contact the original LP-Gas company.

This includes all 100 counties in North Carolina and is effective September 16, 2018 through September 30, 2018 or as counties are no longer declared disaster areas.

Stephen Benjamin  
Director, Standards Division