



Steven W. Troxler
Commissioner

North Carolina Department of Agriculture
and Consumer Services
Standards Division

Marcus Helfrich
Director

September 30, 2024

To: Propane Gas Dealers, Customers and Interested Parties

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

Due to the extensive flooding and power outages being experienced as a result of Hurricane Helene, 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 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 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 enforcement discretion is only applicable to the following counties: Alexander, Alleghany, Ashe, Avery, Buncombe, Burke, Caldwell, Catawba, Clay, Cleveland, Gaston, Haywood, Henderson, Jackson, Lincoln, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Transylvania, Watauga, Wilkes, Yancey, and the Eastern Band of Cherokee Indians

This is not intended to permit the assumption of service for customers, without notice, to the alternate LP-Gas company. If no communication can be established with the original company on contract, the alternate provider shall be permitted to make the delivery. Customers and alternate suppliers should document their attempts to contact the original LP-Gas company prior to making or receiving a delivery.

This is effective today September 30, 2024, through October 11th.

Marcus Helfrich
Director, Standards Division