

# Winter with Flogas



The last two years have seen record low temperatures and unprecedented weather conditions that have presented challenges to us as a business and most importantly to you our customers.

This booklet is your winter guide and contains everything you need to know for the winter months ahead.

**Please keep this booklet safe, as it contains useful contact points, information on managing your account and a trouble shooting guide that covers some of the more common problems that you may experience.**





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# The Challenge

Winter temperature levels have been consistently low for the past few years and there is every possibility that we will again experience a cold winter this year. For every degree that the temperature drops outside, the more gas you need to stay warm inside. With increased consumption comes an increase in demand for gas across our entire customer base.

At the same time, snow and icy roads has meant that getting to some of you has been difficult and in some cases impossible. Although we take our responsibilities to our customers very seriously, we also have a duty of care to the wider population and indeed our drivers and staff. LPG is a flammable product and road conditions that put our tankers in danger must be avoided.



## The Solution

We cannot control the weather, but we have identified a number of things that we can do to ensure that you get the best possible service.

**Extended Delivery Hours:** To meet your requirements over the winter we will now be delivering **8am - 8pm, 7 days a week.**

**Additional Delivery Vehicles and Drivers:** We have added to our delivery fleet, so we will have more vehicles on the road and more drivers to man them.

**Improved Customer Service:** It is our aim to have someone for you to speak to as quickly as possible, therefore we have increased the size of our UK call centre and added extra telephone lines.

**Website:** All you need to know this winter can be found at [www.flogas.co.uk](http://www.flogas.co.uk), including current weather and travel conditions. With our improved online account tool, you can also place orders and check delivery dates without having to pick up the phone.

We are now  
delivering  
7 days a week!



# What type of customer are you?

## 'Top-Up' Customers

We take the hassle out of the ordering process for our 'Top-Up' Customers, by identifying usage requirements and filling your tank when appropriate. It means you do not have to place any orders, safe in the knowledge that we will deliver when you need us to. In the rare event that we do get it wrong, we will endeavour to have a supply with you within 24 hours of notification.

## 'On-Call' Customers

'On-Call' customers have the responsibility for monitoring their contents gauge and ensuring they do not run out. Please note that **our minimum delivery period is 7 days from date of order, but in periods of high demand, this could be up to 28 days.** It is important therefore that you keep a regular eye on your tank gauge and place your orders in plenty of time.

## The 'Top-Up' Challenge

*We believe that our 'Top-Up' system offers the best possible service to our customers, but appreciate that it is not necessarily for everyone. If you do enjoy the flexibility that comes with our 'On-Call' service, but would like the security during the winter months that comes with our 'Top-Up' service, then why not consider switching to 'Top-Up' over the winter period. We will then automatically switch you back to 'On-Call' after 31<sup>st</sup> March 2012.*

To make the temporary switch to 'Top Up', complete the simple form at [www.flogas.co.uk/top-up](http://www.flogas.co.uk/top-up), alternatively call us on **08705 329 580 (option 1, followed by option 4).**

## Order Early

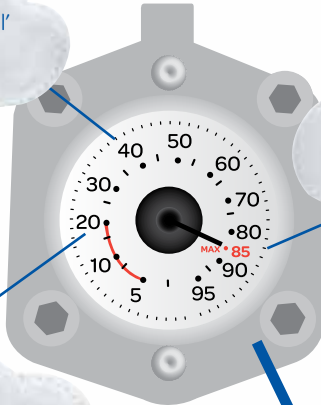
If you choose to remain 'On-Call', then please order as early as you can to avoid any delay. If you want us to fill your tank early to avoid the winter rush, but are worried about payment terms, then please give us a call on **08705 329 580 (option 1, followed by option 1)** to discuss our exclusive new payment offers.



# How to read your contents gauge

When your tank reaches **40%**, 'On-Call' customers should place an order.

No LPG Tank can be filled beyond **85%**. The extra space is needed for the gas to expand.



The red indicates that you still have nearly 1/4 tank of gas. 'Top-Up' customers who reach **20%** shouldn't worry, but should let us know by using the gauge reading tool at [www.flogas.co.uk/gaugereading](http://www.flogas.co.uk/gaugereading)

Gauge located to the side of the hood or under the inspection hatch of an underground tank.

**QHOTELS**

## Win a hotel break for 2

To ensure that our records are fully up to date, we would appreciate it if 'Top-Up' customers would provide us with a gauge reading at [www.flogas.co.uk/gaugereading](http://www.flogas.co.uk/gaugereading). As a thank you, every customer who completes a gauge reading before the 16<sup>th</sup> September will be entered into a **free prize draw** to win a weekend break for 2 at a Q hotel of your choice, including a 3-course meal in the hotel restaurant.



# The Flogas Website

## Online Account:

[www.flogas.co.uk](http://www.flogas.co.uk) offers a great way to manage your account online. Once registered you will be able to

- order gas,
- make a payment,
- keep up to date with the current balance on your account,
- see your next deliver by date.

To register online, you will need your flogas account number (this can be found on any Flogas bill or statement) and an active e-mail address.

## Winter update:

We have developed a new section to the website that will be activated on September 1<sup>st</sup>, which will give regular updates on how the cold weather is affecting delivery times in your area. **Please check this area for updates before calling us.**



# The Best Way to contact us:

To make sure that we are offering the best possible service to all customers, we have provided dedicated contact points.

## 24 hour Emergency Technical Team:

1) Call our **24hr emergency team** on **08457 200 100**

*Please note, this number is for equipment faults and leaks only. Do not use for orders and delivery enquiries.*

## Placing an Order:

1) With an online account, you can place an order that will appear on our system instantaneously. Register today at **[www.flogas.co.uk/online-account](http://www.flogas.co.uk/online-account)**

2) Call us on **08705 329 580 (option 1, followed by option 1)**

Please remember to have your gauge reading to hand when you contact us.

## Delivery Enquiry:

1) With an online account you can see when you are next scheduled for a delivery. Register today at **[www.flogas.co.uk/online-account](http://www.flogas.co.uk/online-account)**

2) Call us on **08705 329 580 (option 1, followed by option 2)**

## Account Enquiry (including invoices and payment options):

1) With an online account, invoices and account balances can be viewed at the click of a button. You can also pay any outstanding invoices online.

Register today at **[www.flogas.co.uk/online-account](http://www.flogas.co.uk/online-account)**

2) Call us on **08705 329 580 (option 1, followed by option 3)**



# Troubleshooting...

## What to do if...

### **My gauge reading is low and I am worried about running out....**

Remember that when your gauge hits the red, you still have nearly a quarter of a tank left, so you are not in danger of running out immediately. If you are a 'Top-Up' customer, you shouldn't need to worry, but if you do get to 20% without a delivery, please feel free to contact us.

**As an 'On-Call' customer, you need to be placing an order when you hit 40%. Remember it could take us up to 28 days to reach you in busy periods.**

### **I have run out of gas.....**

Firstly please note that running out of gas will not damage the system in any way. If you find that your tank is empty, please call us immediately on **08705 329 580 (option 1, followed by option 1)** to let us know. If you are a 'Top-Up' customer, we will endeavour to be with you within 24 hours.

If you are an 'On-Call' customer, we will try to get to you as quickly as we can, but we cannot guarantee anything quicker than our stated delivery times. In the event that we cannot get a delivery to you, we may be able to offer you a temporary supply, but this will depend on the availability of our engineers and will incur a charge.

**It is extremely important as an 'On-Call' customer that you keep a regular eye on your tank contents gauge and ring us in plenty of time. Alternatively, why not consider switching to our 'Top-Up' system, where we will take the hassle out of the ordering process. If you do ever run out, we will endeavour to get to you within 24 hours. You can even switch to our 'Top-Up' system for the winter period only. To find out more please visit [www.flogas.co.uk/top-up](http://www.flogas.co.uk/top-up).**



## I've placed an order, but don't know when I will get my gas....

Our delivery times for 'On-Call' customers are a **minimum of 7 days and can be anything up to 28 days** when demand is high. To find out when your delivery is scheduled, please login in to your online account at **[www.flogas.co.uk/online-account](http://www.flogas.co.uk/online-account)**.

## My delivery is due today, but it has not arrived....

With difficult travelling conditions and peak demand, we sometimes cannot make it when we say we will. To find out if road conditions are affecting deliveries in your area, please visit the winter update area on our website. For a customer who is scheduled for a delivery who does not receive their gas, it is our aim to have contacted you to let you know by **7pm** that same day. If you have not heard from us, then please call us on **08705 329 580 (option 1, followed by option 2)**. Phone lines are open between **8.30am and 7pm Monday to Friday and 8am - 1pm on Saturdays**.

## I want to place an order, but cannot get through on the phone....

With more phone lines and more staff than ever before, we hope this will not happen, but if you cannot get through to us for whatever reason, why not register for an online account at **[www.flogas.co.uk/online-account](http://www.flogas.co.uk/online-account)** and place your order direct onto your account. Alternatively, drop us an e-mail at **[enquiries@flogas.co.uk](mailto:enquiries@flogas.co.uk)**. Please remember to give us your account number, address and gauge reading. E-mails to this address are monitored by a dedicated staff member and you will receive acknowledgement of your order.





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