**Do we provide service?**

This document aims to help determine if the customer is someone we can provide service to.

* Requests to service oil equipment
  + Current automatic Santa/Servco customer? Yes – we service
  + Current will-call customer?
    - Delivery within the last 12 months? Yes – we service
  + Will the customer become a fuel customer? Yes – we service
  + Ben’s Fuel customer? No – we do not service
* Requests to service LP equipment
  + Current customer? Yes – we service
  + Did we install the equipment for this customer?
    - Delivery within the last 12 months Yes – we service
  + Will the customer become a fuel customer? Yes – we service
  + Non-customer/we did not install? No – we do not service
* Requests to service natural gas equipment
  + Did we install the equipment? Yes – we service
  + Non-customer/we did not install? No – we do not service
  + Reminder – No utility gas service agreements. T&M work only
* Requests to service AC or heat-pump equipment
  + Did we install the equipment? Yes – we service
  + Current fuel customer? Yes – we service
  + Non-customer/we did not install? No – we do not service
* Requests to service for a commercial customer
  + Existing SBE fuel customers? Refer calls for commercial service to Jamie or Mark to determine if we can service.