

Searle's Sav On Propane Inc.; 1641 East 1000 South; Price Utah 84501,

Used to be a fantastic propane distributor. Jared was always helpful and cared for his customers. If I ever needed some parts, he was always helpful and would manage to get them for me. Things have changed in the Price, Utah operation. With all new management and personnel it is now just a bunch of thieves!

On 2019-11-01 they received a HEAT payment for me (Account #:01101) for \$733.00 which was a credit for my account. On 2020-01-02 I received a propane delivery of 370.2 gallons which came to \$654.44 leaving a credit of \$78.56, and I also received a 20# OPD valve for \$26.63 which reduced my credit to \$51.93.

On 2020-07-10 they received a supplemental HEAT payment for \$550.00 which gave me a credit of \$601.93.

On November 17, 2020, I stopped by to see what days they would be delivering in Green River, Utah, since my 500 gallon LPG tank was at 17%. They were going to be coming November 19, December 3, 17, and 31. On that day, the bookkeeper told me the last time they delivered to me was 2020-09-15 and they delivered 66.8 gallons for a total of \$100.72, and the time before that they delivered on 2020-01-02, 370.2 gallons for \$654.44. I told her there was no way they delivered to me on 2020-09-15, because my tank is locked and I am the only one with a key! Her response was that the drivers write down the tank numbers on the ticket. When her husband delivered 470.7 gallons on 2020-12-20, he did NOT even look at my tank number, but just pulled it from their records!

My LPG tank is locked because the only thing connected to it is a hose I use to fill 20# and 30# bottles for use on my propane powered electric generators, and an old 1989 - 32 foot RV trailer. There is no regulator attached to my 500 gallon LPG tank!

As an anal retentive artist, I have been writing down the days I pull LPG from my tank, the percentage before I start and the percentage when I finish. I also write down what tanks I used and how many pounds of LPG went into the tanks. I write this information on envelopes, going down one side and back up the other side of the envelope face.

On 06-23-2020 the tank read 52% start and 48% ending, filling: #1-20LPG with 18.210 pounds, #2-20LPG with 18.400 pounds, #4-20LPG with 17.895 pounds, #5-20LPG with 17.955 pounds, and #6-20LPG with 18.105 pounds of LPG.

The next record is for 07-28-2020, starting with 46% and ending with 40% due to temperature change. This time I filled: #1-20LPG with 18.600 pounds, #2-20LPG with 18.790 pounds, #4-20LPG with 18.330 pounds, #5-20LPG with 18.240 pounds, and #7-20LPG with 18.555 pounds of LPG.

On 2020-12-15, I brought my four envelopes numbered, 1, 2, 3, and 4, and told her she needed to take a copy of them, because this was timely proof they did NOT deliver 66.8 gallons of LPG to my tank on 2020-09-15. She said, "She did NOT need to copy them!" On this day my tank was down to 5%, and I needed to have it filled December 17th, 2020. When I asked what the price of LPG was, she said, "It was \$1.699 per gallon. I also needed to get ten feet of 1/4 inch hose, but the guys were out on delivery. I came back later that day and I finally caught the younger guy and he made up the hose with my fittings from the old hose that had broken inside.

When she asked him how much it was, he said, "Ten feet at \$2.50 per foot." She proceeded to write up the invoice and told me it came to \$32.03." I wrote out check #1584 for \$32.03 and thought that was awful high! I then saw she had written the invoice for twelve feet and not for the ten feet I received! I said, "Just put the extra \$5.34 on my account." I was not very happy with the barb on one end being pushed all of the way in and the barb on the other end still needing to go in another 1/4 inch!

On Thursday, 2020-12-17, I waited for my LPG delivery and by 3:00 p.m., I called to see where they were. I was told their truck was broke down and they did not know when they might get to me. That call was 3 minutes and 45 seconds long.

On Friday, 2020-12-18, I called again at 8:53 a.m. for 1 minute and 33 seconds and she said their truck was still down.

On 12-18-2020, with 4% reading on my tank, I filled: #7-20LPG with 19.750 pounds, #1-20LPG with 19.640 pounds, and #2-20LPG with 20.190 pounds of LPG, leaving the tank at 2%. I kept both of the 30 pound LPG bottles empty to have room to take off excess when my tank got filled.

On Sunday, 2020-12-20, at 10:48 a.m., for 1 minute and 50 seconds, her husband called and said he could not find 651 N Broadway. He said he was at 360 N Broadway, and I told him, just keep coming North to the containers, and that I had bladed the snow off so the dirt would be dry. He arrived in a couple of minutes. I told him I wanted to fill the tank full, because I needed to fill 80 pounds of LPG right after the tank was filled. With 470.7 gallons of LPG there was still vapor at the vapor valve.

When he gave me my invoice, he had put down the price as \$1.799 per gallon, when his wife had quoted \$1.699 per gallon. His excuse was that they had a price increase. It is not my fault they did NOT deliver on Thursday, 2020-12-17, like they were supposed to!

My conclusion is "'Searle's Sav On Propane; 1641 East 1000 South; Price, Utah 84501' is being run by just a bunch of THIEVES!"

Sincerely,

Frank Anderson
651 N Broadway
Green River, Utah 84525

copy: <http://162.250.19.7/>

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