

Billing Roadmap



1) Tank Set/Drop Off

- Setting the tanks/cylinders in place with a small amount of gas already in them



3) Final Connection

- Connection of the line to the tanks and the house connection point
- Performing a leak check on the system and a full safety inspection
- Additional safety check if you have an underground tank
- Installing a remote monitor (if applicable)



*"Billing occurs as each step is completed.
You'll receive an invoice for each billable service."*

2) Rough In



- Installing the gas line from the tank location to the house connection point
- Setting an air test for the town/city to inspect

4) Propane Delivery



- Delivery to fill propane tank
- After initial delivery, customer is placed on automatic delivery UNLESS they elect to be a Will Call Customer

Ongoing Customer Support

Delivery schedule is established, and access is provided to our online portal. NEP customer service representatives can be reached directly at 203-792-7654 for any questions or concerns.

