



Fuel Delivery Policy

Policy and Purpose

It is the policy of the Native Village of Port Lions to provide fuel delivery services to the community members of Port Lions.

The Native Village of Port Lions believes a fuel delivery service is an essential service to offer to ensure the residents of Port Lions have heating fuel for their homes.

Procedures

1. Customers must contact Kizhuyak Oil Sales to make payment arrangements for purchasing their fuel prior to setting up a delivery with the Native Village of Port Lions.
 - a. The Native Village of Port Lions only offers delivery services, not the sale of fuel.
2. Customers wishing to have fuel delivered must call the office to be added to the delivery list.
 - a. Fuel truck drivers are not to be contacted directly with delivery requests.
3. Fuel is delivered on Monday, Wednesday, and Friday during Kizhuyak Oil Sales business hours.
 - a. Staff availability may result in days with no fuel deliveries.
 - b. Road conditions may require us to cancel fuel deliveries.
4. Fuel is delivered on a first come, first served basis.
 - a. Customers are urged to call ahead of time with fuel delivery orders.
 - b. Customers requesting fuel on the morning of a delivery day will be moved to the next delivery day unless the schedule is empty.
 - c. If a customer is out of fuel, we will prioritize their delivery. The delivery cannot be guaranteed but will be considered based on the delivery list for that day.
5. If customers order more fuel than their tank can hold, they must have a drum available next to their tank for the excess fuel.
6. The Native Village of Port Lions will not take orders to fill a tank. All orders must be given in gallons.
 - a. Customers are purchasing their fuel from Kizhuyak Oil Sales, we must know the exact amount at the pump to pick up fuel to be delivered.
7. Customer fuel tanks must be unlocked and have a clear path to their fuel tanks.
 - a. Any obstructions in the pathway will result in the fuel not being delivered.
 - b. Locked fuel tanks will result in fuel not being delivered.
 - c. If the fuel is unable to be delivered, the customer must take a drum to the Tribal Office for the fuel to be removed from the fuel truck.
 - d. The Native Village of Port Lions cannot store undelivered fuel.
 - i. Undeliverable fuel will result in a \$50.00 fee in addition to the regular delivery fee.



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8. All animals must be contained during fuel delivery.
9. Customers that are filling a new tank for the first time must be present during the delivery.
 - a. The Native Village of Port Lions will not deliver fuel to an untested tank to avoid spillage from leaks.
10. Deliveries outside of business hours
 - a. Kizhuyak Oil Sales and the Native Village of Port Lions have different business hours.
 - b. If a customer would like to order fuel outside of Kizhuyak Oil Sales business hours, they must contact the fuel company to set it up before contacting the Native Village or Port Lions.
 - c. The Native Village of Port Lions does not deliver fuel outside of normal business hours.
11. Customers are expected to treat the fuel delivery drivers kindly.
 - a. If a driver feels threatened or unsafe, the customer can be denied future delivery services.
 - b. Denial of services will be at the discretion of the Administrator if there is an occurrence.
12. Customers with past due accounts are not eligible for the fuel delivery service.
13. The Customer who is paying for the service must call to schedule the delivery.