



The Complete Solution

# SERVICE POLICY

EFFECTIVE SINCE JUNE 20, 2022

## SERVICE RATES

|                         | COLORADO | ALL OTHER STATES |
|-------------------------|----------|------------------|
| REGULAR LABOR + TRAVEL  | \$100.00 | \$96.00          |
| OVERTIME LABOR + TRAVEL | \$150.00 | \$144.00         |
| DOUBLE LABOR + TRAVEL   | \$200.00 | \$192.00         |

MILEAGE PER MILE: \$1.25

### HSE (HEALTH, SAFETY, ENVIRONMENTAL):

Charged on every invoice: \$10.00

### After hours/holiday/emergency rates:

On-call fee: \$65.00

After hours (weekdays) or Saturday rate: Overtime rate listed on chart

Sundays or holiday rate: Double-time rate listed on chart

### COD Rates

(For customers without a current credit application on file) Service only available during regular hours of operation

(8 a.m. - 4:30 p.m.) and as workload allows. COD labor/travel rate: \$150.00 from 8 a.m. - 4:30 p.m.

### Fuel Surcharge

When weekly U.S. Regular Gasoline Price (\$/gallon) exceeds \$3.25/gallon based on U.S. Energy Information Administration website (<https://www.eia.gov/petroleum/gasdiesel/>), Seneca will impose a fuel surcharge. For each \$0.25 increase, the fuel surcharge is \$0.05/mile. Surcharge prices subject to change without notice.

| Fuel Price Range | Surcharge | Fuel Price Range | Surcharge |
|------------------|-----------|------------------|-----------|
| \$3.26 to \$3.50 | \$0.05    | \$5.26 to \$5.50 | \$0.45    |
| \$3.51 to \$3.75 | \$0.10    | \$5.51 to \$5.75 | \$0.50    |
| \$3.76 to \$4.00 | \$0.15    | \$5.76 to \$6.00 | \$0.55    |
| \$4.01 to \$4.25 | \$0.20    | \$6.01 to \$6.25 | \$0.60    |
| \$4.26 to \$4.50 | \$0.25    | \$6.26 to \$6.50 | \$0.65    |
| \$4.51 to \$4.75 | \$0.30    | \$6.51 to \$6.75 | \$0.70    |
| \$4.76 to \$5.00 | \$0.35    | \$6.76 to \$7.00 | \$0.75    |
| \$5.01 to \$5.25 | \$0.40    |                  |           |

## CONTACT

### CENTRAL DISPATCH

1-800-515-3690

dispatch@senecaco.com

### REGULAR HOURS OF OPERATION

8 a.m. – 4:30 p.m. (Central Time)

Monday – Friday

### AFTER HOURS | HOLIDAYS | EMERGENCIES

4:30 p.m. – 8 a.m. (Central Time)

Monday – Friday | Saturday – Sunday

*\*A minimum one hour technician on-site labor will be charged on all service calls. If a fix is made by phone in less than 30 minutes, half the applicable rate will be billed.\**

## AFTER HOURS/HOLIDAY/EMERGENCY CALL POLICY

Any petroleum service after hours/holiday/emergency calls placed to our answering service that requires the technician to go on-site to make the repair or provide phone support will be subject to a \$65.00 emergency on-call fee that will be added to the customers invoice for work performed.

## CALL PRIORITIES

It is imperative that customers prioritize their service calls so Seneca can meet your expectations. The following are Seneca's default priorities:

### **P1 – En route within four hours and repair completed within 24 hours**

*\*First available technician will be dispatched so extended travel charges, expedited parts, and overtime may apply\**

### **P2 – En route within eight hours and repair completed within 48 hours**

*\*Expedited parts and overtime may apply\**

### **P3 – On-site within five business days**

### **P4 – Low priority call – will schedule at earliest convenience**

*\*Call volume and technician availability may affect response and prioritization of calls at any time.\**

## CUSTOMER PORTALS

Seneca has experience with many customer portals (i.e. Service Channel, Service Now, Axxerion, Work Oasis, Cherwell, Verisae, Titan Cloud, etc.).

If customer requires Not To Exceed (NTE) work orders, Seneca requests NTE's be set a minimum of \$750 otherwise our ability to efficiently run the call is reduced.

Seneca will do its best to update customer portals and invoice in a timely manner, utilizing our dedicated customer service employee. We ask that our customers do the same

by responding to questions, approving/rejecting quotes, and processing invoices. All communication and updates for customers using a portal should be conducted through the portal.

Please note, if service calls are dispatched after hours/holidays/weekends through your customer portal, a call must be made to Seneca's after hours phone number or the call won't be run until regular hours.

## EMPLOYEE SAFETY

Seneca has developed and continues to develop policies to ensure the safety of all employees. Certain work our technicians perform requires two technicians which will be invoiced to the customer. Examples include but are not limited to the following:

1. Blowing vent lines down with air.
2. Pulling STP pump.
3. Removing dispensers from islands.
4. Confined space entry of containments.

## GROUNDWATER POLICY

It is Seneca's policy that all precautions should be taken to protect our employees, the public and the environment from any threat posed by free product or petroleum contaminated water and to completely and thoroughly comply with all applicable federal, state and local regulatory requirements. Seneca will never pump groundwater or petroleum contact water into a storm sewer or sanitary sewer, oil water separator, or discharge to the surface without first doing the due diligence necessary to find out what regulatory party or parties have oversight, and then seeking all the appropriate approvals before any such work is conducted.

## WARRANTY POLICY

Seneca will default to manufacturer's equipment warranty policy.

**CONTACT US TODAY AT [SENACOCO.COM/CONTACT-US/](http://senecaco.com/contact-us/)**



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