

# Float Gauges and Related Remote Tank Monitor FAQs

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All drivers should be filling tanks by the fixed level gauge - not the float gauge. Drivers should also be making notes in the *Comment* section to help CSRs answer questions in the initial phone call.

**Q.** A customer called stating a delivery to a propane tank was made the other day. The phone app indicated the tank had 38% in a 1,000-gallon tank before the delivery. The invoice shows 720 gallons were delivered and the ending % was 80%.

How can this be? When doing the math,  $38\% * 1,000 = 380$  gallons in the tank at the beginning.  $720$  gallons +  $380$  gallons =  $1,100$  gallons. How does 1,100 gallons fit into a 1,000-gallon tank and only fill to 80%?

**A.** The float gauge was hung at 38%. When the driver banged the lid, the gauge dropped to 8%. The driver then used the fixed level bleeder to fill to 80% - not the float gauge.

- $8\% = 80$  gallons
- $720$  gallons +  $80$  gallons =  $800$  gallons or 80% of a 1,000 gallon tank.

When the driver sees the above issue, it is recommended to make a driver comment in EnergyTrack so if the customer calls, the CSR will have the correct answer for the customer.

**Q.** A customer called stating a delivery was made to a propane tank the other day. The phone app shows 69% after the delivery but the driver put 80% on the ticket. It appears the customer is being shorted.

**A.** Something is causing the float to hang at 69%. Some possibilities are listed below:

- Gear mechanism in float gauge has jumped a tooth.
- Float has liquid in it and the buoyancy is affected.
- When the gauge face was replaced for the installation of the Remote Tank Monitor, it was clocked wrong.
- The float gauge was installed wrong and it is hitting something internally in the tank

The driver should enter a comment in EnergyTrack. They fill the tank by the fixed level bleeder - not the float gauge. If the float gauge and the fixed level gauge do not agree, the driver should make note of that.