

Q&A: Propane Red Tags

Q: I've received a red tag, what does that mean and what do I do?

A: A red-tagged system indicates that an immediate hazard is present in your fuel system that requires it be shut down until the issue is corrected. Red tags are issued with discretion and are for your safety; do not turn your propane system on or attempt to use any appliances under a red tag.

Q. What kinds of issues require red tags?

A. Any immediate hazard requires a red tag, but the problem we see most often are gas leaks. A leak anywhere from your propane cylinder(s) or tank(s) to your appliances will result in a red tag until the offending leak is corrected. Another common hazard is the inability of our technicians to perform a leak check after an interruption of service; if we can't confirm that your system is leak-free, it must be red-tagged. If there are sections of your propane system that are disconnected (for example, piping has been installed but no appliance has been connected) a red tag is will be placed as well*.

Q. What can I do to have a red tag removed?

A. That depends on the reason for the red tag; if the hazard in your propane system is located outside of the building though, Smith Propane and Oil will work to correct it**. If the hazard in your propane system is on the interior of the building, a Licensed Gas Technician or HVAC Contractor must make the needed repairs or modifications.

*This is not intended as an exhaustive listing of hazards that may require red tags.

**Charges may apply.