

Comparisons between natural gas prices and propane prices:

Natural gas is measured in cubic feet and is billed in therms, and the North Carolina Utilities Commission regulates natural gas utilities' rates and service. Propane, on the other hand, is not regulated by the State. The reason for this is that you have a choice of propane suppliers v. no choice of natural gas suppliers. Propane is measured and billed in gallons.

It is important to note that in order to compare propane to natural gas, you need to convert the current propane price per gallon by multiplying by 1.09 to arrive at the comparable price of natural gas in therms. (The reason for this is that propane has a heat content of 91,500 Btu/gallon whereas natural gas has a heat content of 100,000 Btu per therm, and $100,000/91,500 = 1.09$.) You will also need to factor in the monthly facilities charge for natural gas service that is charged (currently \$10 to \$12) in order to arrive at a total cost of utility service. There may be a similar monthly or "tank" charge by your propane dealer that you'll also need to consider.

As an example, if propane were \$1.50/gallon, the equivalent price of natural gas would have to be \$1.64/therm in order for them to cost the same.

Complaints concerning propane companies:

The Commission does not deal with complaints against companies distributing propane. If you have such a complaint, you may be able to get help by contacting the Propane Dealers Association at (919)787-8485.

Complaints concerning gasoline (petroleum):

For Safety and measurement complaints, contact the NC Department of Agriculture at (919)733-3313.