

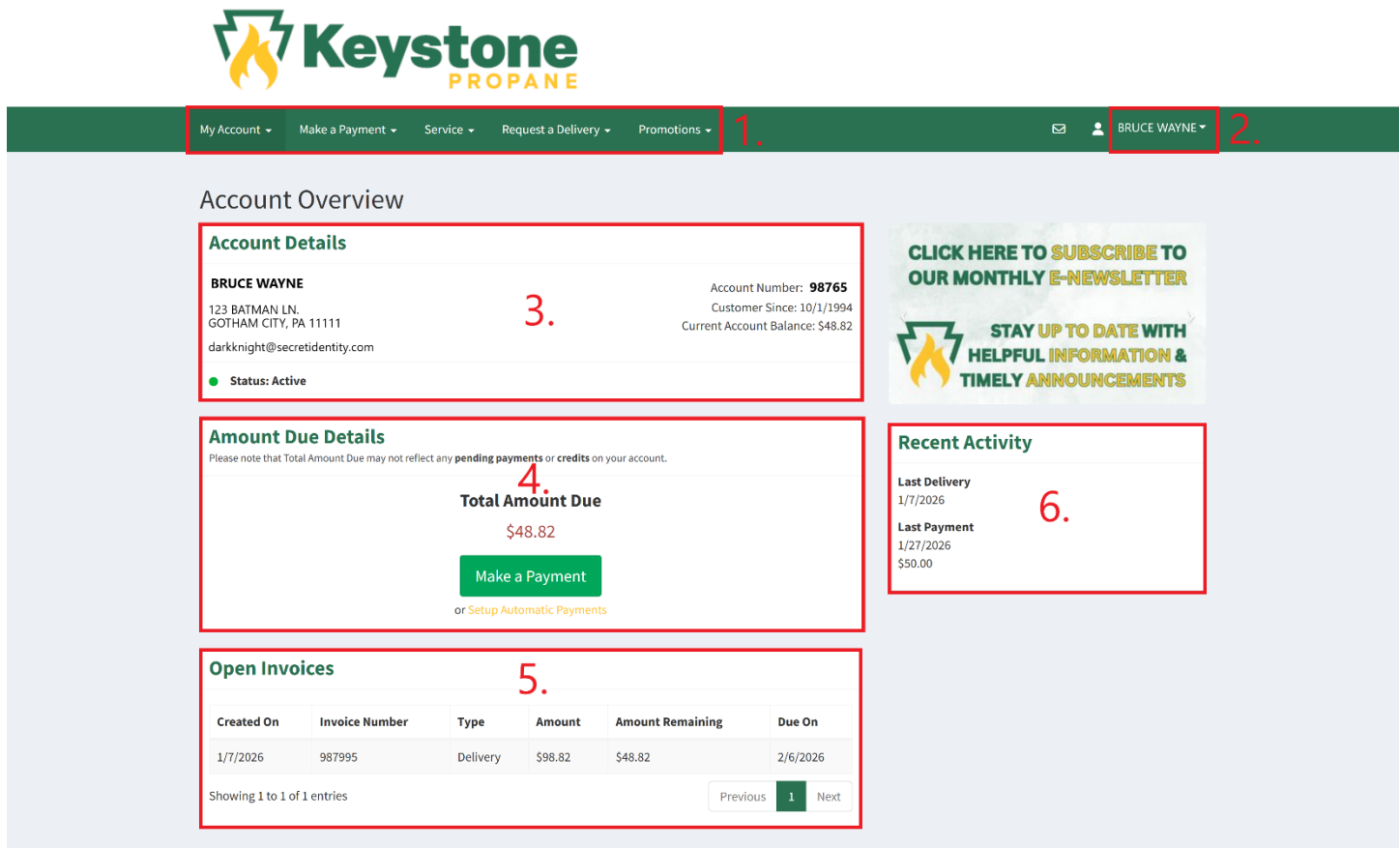
# MyFuel Portal Overview

Welcome to the Keystone Propane MyFuel Portal. This guide will help you navigate around the portal and will instruct you on how to best utilize most of its main functions. Please remember, the Keystone Propane app, available for both Android and iOS, has the same functionality as the web-based portal.

The app is free to use and is available here:

Android: <https://play.google.com/store/apps/details?id=com.myfuelportal.keystonepropane&pli=1>  
iOS: <https://apps.apple.com/us/app/keystone-propane/id1482778346>

1. The main toolbar contains “My Account”, “Make a Payment”, “Service”, “Request a Delivery”, and “Promotions”. When you click on the category, a menu will open containing different functions related to that category. This guide will go into further details for each of these functions.
2. Account Name. Click here to access your profile. This is where you can update your contact information and communication preferences.
3. Shows account status and account details
4. Shows the amount due on your account
5. Any open invoices can be found here
6. Your most recent activity is found in this section



The screenshot displays the 'Account Overview' page of the Keystone Propane MyFuel Portal. The page features a dark green navigation bar at the top with the following menu items: 'My Account', 'Make a Payment', 'Service', 'Request a Delivery', and 'Promotions'. A user profile dropdown menu is visible on the right, showing the name 'BRUCE WAYNE'. The main content area is divided into several sections:

- Account Details:** Displays the user's name 'BRUCE WAYNE', address '123 BATMAN LN. GOTHAM CITY, PA 11111', email 'darkknight@secretidentity.com', and status 'Active'. It also shows account information: 'Account Number: 98765', 'Customer Since: 10/1/1994', and 'Current Account Balance: \$48.82'.
- Amount Due Details:** Shows the 'Total Amount Due' as '\$48.82' and includes a 'Make a Payment' button and a link to 'Setup Automatic Payments'.
- Open Invoices:** A table listing the current invoice.
- Recent Activity:** Shows the 'Last Delivery' on 1/7/2026 and the 'Last Payment' on 1/27/2026 for \$50.00.
- Newsletter Sign-up:** A banner encouraging users to 'CLICK HERE TO SUBSCRIBE TO OUR MONTHLY E-NEWSLETTER' to 'STAY UP TO DATE WITH HELPFUL INFORMATION & TIMELY ANNOUNCEMENTS'.

Created On	Invoice Number	Type	Amount	Amount Remaining	Due On
1/7/2026	987995	Delivery	\$98.82	\$48.82	2/6/2026

Showing 1 to 1 of 1 entries

## My Account / Account History

There are several sections under the “My Account” dropdown. To view all transactions, you’ll want to select “Account History”.

1. Choose a specific timeframe to view transactions
2. For ease of reference, different transaction types are color-coded
3. Select details to open a new window showing the specifics of the transaction



My Account ▾ Make a Payment ▾ Service ▾ Request a Delivery ▾ Promotions ▾ BRUCE WAYNE ▾

### Account History

**Search**

Date Range: 11/01/2025 - 02/10/2026  1.

Show 10 ▾ entries Search:

Transaction Date	Transaction	Type	Sub Type	Due Date	Amount	Amount Remaining
1/27/2026	999817	Payment	Fuel		50.00	0.00
1/8/2026	992111	Payment	Fuel		187.88	0.00
1/7/2026	987996	Delivery		2/6/2026	187.88	0.00
1/7/2026	987995	Delivery		2/6/2026	98.82	48.82 <span>Past Due</span>
12/17/2025	983431	Payment	Fuel		174.26	0.00
12/16/2025	983023	Payment	Fuel		61.15	0.00
11/25/2025	974234	Delivery		12/25/2025	174.26	0.00
11/25/2025	974235	Delivery		12/25/2025	61.15	0.00

Showing 1 to 8 of 8 entries

Previous 1 Next

2. 3.

## My Account / Statements

Select “Statements” under “My Account” to view statements attached to your account.



My Account ▾ Make a Payment ▾ Service ▾ Request a Delivery ▾ Promotions ▾ BRUCE WAYNE ▾

### Statements

Click the link below to view your statement

	Wednesday, February 4, 2026
	Tuesday, December 2, 2025
	Wednesday, September 3, 2025
	Monday, August 4, 2025

## My Account / Tanks

View all tanks associated with your account.

1. Request a delivery button. You can also click Request a Delivery via the main toolbar (*see page 8 of guide*)
2. The address of the tank
3. Fuel level of tank
4. Current price per gallon for selected tank



My Account ▾ Make a Payment ▾ Service ▾ Request a Delivery ▾ Promotions ▾

BRUCE WAYNE ▾

### Tanks

<b>MONITORED</b> Request a Delivery	<b>124 H TANK</b> 124 gal.   Propane Fuel Tank	<b>123 Batman Ln.</b> Gotham City, PA 11111	<b>48%</b> Approximately 60 gallons in tank <b>Will Call</b> Reading Date: 2/11/2026 Want to stop having to check your tank? <a href="#">Request Automatic Deliveries</a>	Leased Last Delivery: 1/7/2026 <b>\$2.5504 / gal</b>
<b>MONITORED</b> Request a Delivery	<b>250 H TANK</b> 250 gal.   Propane Fuel Tank	<b>123 Batman Ln.</b> Gotham City, PA 11111	<b>37%</b> Approximately 92 gallons in tank <b>Will Call</b> Reading Date: 2/11/2026 Want to stop having to check your tank? <a href="#">Request Automatic Deliveries</a>	Leased Last Delivery: 1/7/2026 <b>\$2.5504 / gal</b>

## My Account / Equipment

Lists all equipment associated with your account. This screen will also list open work orders for the equipment and you can “Request Service”. You can also request service by clicking “Service” → “Request Service” on the main toolbar. (*see page 7 of guide*)



My Account ▾ Make a Payment ▾ Service ▾ Request a Delivery ▾ Promotions ▾

BRUCE WAYNE ▾

### Equipment

Equipment Type	Address	Last Service Date	Serial Number	Open Work Order	Service Agreement
Range SAMSUNG NX58H5600S1AA	123 BATMAN LN. GOTHAM CITY, PA 11111		OBGG7DDJ90366GE	None	<a href="#">Request Service</a>
Vented Heater RINNAI 16700	123 BATMAN LN. GOTHAM CITY, PA 11111		RHFE431WTAP	None	<a href="#">Request Service</a>
Vented Heater RINNAI -garage	123 BATMAN LN. GOTHAM CITY, PA 11111	1/6/2023	RCE-229A	None	<a href="#">Request Service</a>
Vented Heater	123 BATMAN LN. GOTHAM CITY, PA 11111		RHFE431WTAP	None	<a href="#">Request Service</a>
Vented Heater	123 BATMAN LN. GOTHAM CITY, PA 11111	12/8/2020	RHFE431WJAP	None	<a href="#">Request Service</a>
VF Heater MR HEATER 10,000 ATTACHED TO 120 TANK	123 BATMAN LN. GOTHAM CITY, PA 11111		MTVFBF10LP	None	<a href="#">Request Service</a>

# My Account / Paperless

Have your statements sent to the email address of your choice.

1. Easily add a new email address
2. Easily edit or delete saved email address

**Keystone PROPANE**

My Account ▾ Make a Payment ▾ Service ▾ Request a Delivery ▾ Promotions ▾

BRUCE WAYNE ▾

### Paperless Statements

**Reduce Clutter, reduce paper, save the environment... sign up for paperless statements!**

Why sign up for Paperless Statements?

- **Convenient** – no more shuffling around looking for that bill. It's one email in your inbox.
- **Saves the environment** – more paper means less trees and more garbage!
- **Secure** – approximately 85% of identity theft comes from stolen papers, bills, or checks.

Save yourself time by signing up for our fast, easy Paperless Statement service today!

1. **+ Add Email Address**

Email Address	Is This The Primary Contact	Send Statement To This Email
darkknight@secretidentity.com	●	2. <b>Edit Delete</b>
whereisrobin@waynemanor.com		<b>Edit Delete</b>

***END OF “MY ACCOUNT” CATEGORY***

***LEARN HOW TO MAKE A PAYMENT ON THE NEXT PAGE***

## Make a Payment / Make a One-Time Payment

“Make a One-Time Payment” is your first option within the “Make a Payment” dropdown menu.

1. Choose to pay total balance due or pay a different amount
2. Select your saved payment method or add a new one. You can also update your payment methods by choosing “Make a Payment” → “Payment Methods” on the main toolbar (*see page 6 of guide*)
3. Total payment amount is shown
  - 3a. Agree to the amount shown
  - 3b. Click “Make a Payment” to complete transaction



The screenshot shows the 'Make a One-Time Payment' interface. A red circle highlights the 'Make a Payment' dropdown in the top navigation bar. The main form has three sections: 1. Payment Selection: 'Pay Current Amount Due' (\$48.82) is selected with a radio button. Below it is a 'Pay Specific Amount' section with a text input field. 2. Payment Method: A dropdown menu shows 'Select a Payment Method ...'. Below it is a green button labeled 'Update Payment Methods'. 3. Payment Amount: A section showing 'Payment Amount' and 'SubTotal' both at \$48.82. A red circle highlights the \$48.82 values. Below this is a checkbox labeled 'I agree to pay for the amount as listed above.' and a green button labeled 'Make a Payment'.

Date	Amount
No payments are pending.	
Last Three Payments	
1/27/2026	\$50.00
1/8/2026	\$187.88
12/17/2025	\$174.26

## Make a Payment / Automatic Payments

Easily set up automatic payments by clicking “Setup AutoPay” and following the easy-to-follow instructions.



The screenshot shows the 'Automatic Payments' page. A red circle highlights the 'Make a Payment' dropdown in the top navigation bar. The main content area has a heading 'Automatic Payments' and a sub-heading 'Setting up an Automatic Payment is Easy and Free!'. Below this is a calendar icon and a section titled 'Why would you want to setup an Automatic Payment?'. It lists three benefits: 'It's Easy', 'Avoid Late Fees', and 'Saves you time'. Below the list is a paragraph: 'You are only a few simple clicks away from saving yourself time and never having to worry about late fees again. Add an Automatic Payment and sit back, we've got it from here!'. At the bottom is a green button labeled 'Setup AutoPay'.

## Make a Payment / Payment Methods

If you'd like to update your payment methods, you can do so by clicking on "Payment Methods" within the "Make a Payment" dropdown menu.

1. Add or delete payment methods by clicking "Update Payment Methods" and following the instructions
2. List of payment methods currently associated with your account

**Keystone PROPANE**

My Account ▾ **Make a Payment ▾** Service ▾ Request a Delivery ▾ Promotions ▾

BRUCE WAYNE ▾

### Payment Methods

**Managing your Payment Methods is Safe, Secure, and Easy!**

Please click the button below to update your preferred method(s) to make a payment.

**1.**

**Update Payment Methods**

There is a known issue with Mozilla Firefox regarding updating payment methods.

We recommend using one of these browsers:

Google Chrome Microsoft Edge Safari (Mac)

**2.**

#### Existing Payment Methods

VISA - *****1234
BRUCE WAYNE 123 BATMAN LN. GOTHAM CITY, PA 11111
VISA - *****4321
BRUCE WAYNE 123 BATMAN LN. GOTHAM CITY, PA 11111

***END OF "MAKE A PAYMENT" CATEGORY***

***LEARN HOW TO REQUEST SERVICE ON THE NEXT PAGE***

## Service / Request Service

Simply complete a service request form. Once submitted, a member of our service department will contact you by email or phone (depending on your preference).



My Account ▾

Make a Payment ▾

Service ▾

Request a Delivery ▾

Promotions ▾



BRUCE WAYNE ▾

### Request Service

#### We are here to help!



We appreciate your business and strive to provide prompt assistance.

If this request is for immediate after-hours services, you suspect a gas leak, or have another type of emergency please call us immediately.

For all other work orders, please use the form provided below to create a work order so that we can best serve you.

Our team is experienced and ready to help!

#### Please fill in the form below

By submitting this form you are requesting that a customer service representative contact you to schedule a service call.

Clicking submit does not obligate you in any way.

Location

Equipment

--- Select Equipment to Service ---

Brief description of the issue

Name

Phone

Email

How would you prefer we contact you?

☐ Phone

☐ Email

What is the best time to contact you if by phone?

Please give us a date and time that is most convenient to you for a service call\*

\*Requested date and time may not be available but we will make every effort to accommodate you.

Submit Form

# Request a Delivery / Request a Delivery

1. This section can help you determine if you are in need of a delivery
2. Select which tank(s) you would like to schedule for delivery. Tank % and price per gallon are listed here
3. Complete all delivery details and click "Submit Order"



[My Account](#) [Make a Payment](#) [Service](#) [Request a Delivery](#) [Promotions](#) [BRUCE WAYNE](#)

## Request a Delivery

**!** If you would like to pre-pay for your delivery, [click here](#).


### How to tell if you need a delivery?

Most tanks have a gauge that reads 5 - 95. This is the percentage that still remains in your tank.


- If your tank reads over 50% - you probably do not need a delivery at this time.
- If your tank reads less than 50% - please fill out the form below and we will see you soon!

Here are some examples on how to best read your tank gauge.

**65%**



**30%**



**10%**

