

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

1. 1. My Account ▾

2. 2. BRUCE WAYNE ▾

3. 3. Account Details

4. 4. Total Amount Due \$48.82

5. 5. Open Invoices

6. 6. Recent Activity

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 / Statements

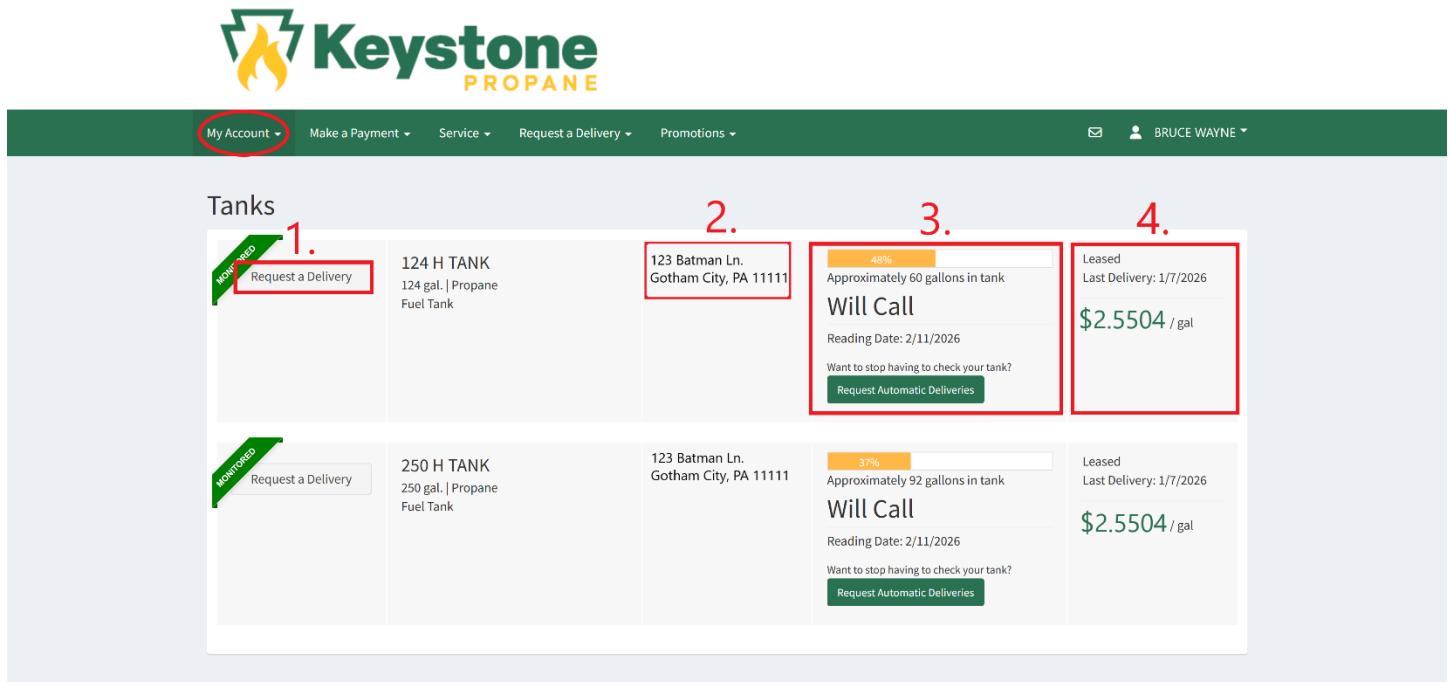
Select “Statements” under “My Account” to view statements attached to your account.

The image is a screenshot of a website for Keystone Propane. At the top, there is a logo featuring a stylized flame inside a green triangle, followed by the word 'Keystone' in large green letters and 'PROPANE' in smaller letters below it. Below the logo is a navigation bar with five items: 'My Account', 'Make a Payment', 'Service', 'Request a Delivery', and 'Promotions'. The 'My Account' item is circled in red. To the right of the navigation bar is a user profile for 'BRUCE WAYNE'. The main content area has a light gray background and features the word 'Statements' in large, bold, dark green letters. Below this, a green header bar contains the text 'Click the link below to view your statement'. The main content area then lists four statements, each with a small PDF icon and a date: 'Wednesday, February 4, 2026', 'Tuesday, December 2, 2025', 'Wednesday, September 3, 2025', and '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



1. 124 H TANK
124 gal. | Propane Fuel Tank
123 Batman Ln.
Gotham City, PA 11111
48%
Approximately 60 gallons in tank
Will Call
Reading Date: 2/11/2026
Want to stop having to check your tank?
Request Automatic Deliveries

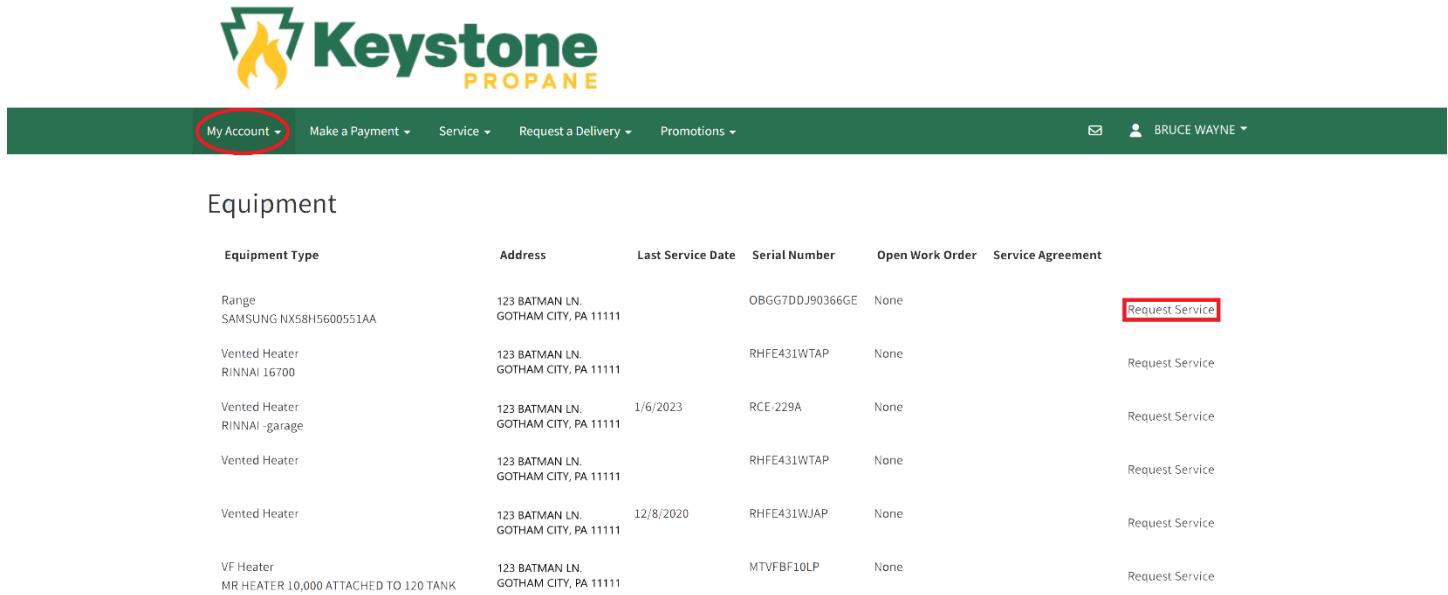
2. 250 H TANK
250 gal. | Propane Fuel Tank
123 Batman Ln.
Gotham City, PA 11111
37%
Approximately 92 gallons in tank
Will Call
Reading Date: 2/11/2026
Want to stop having to check your tank?
Request Automatic Deliveries

3. Leased
Last Delivery: 1/7/2026
\$2.5504 / gal

4. Leased
Last Delivery: 1/7/2026
\$2.5504 / gal

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*)

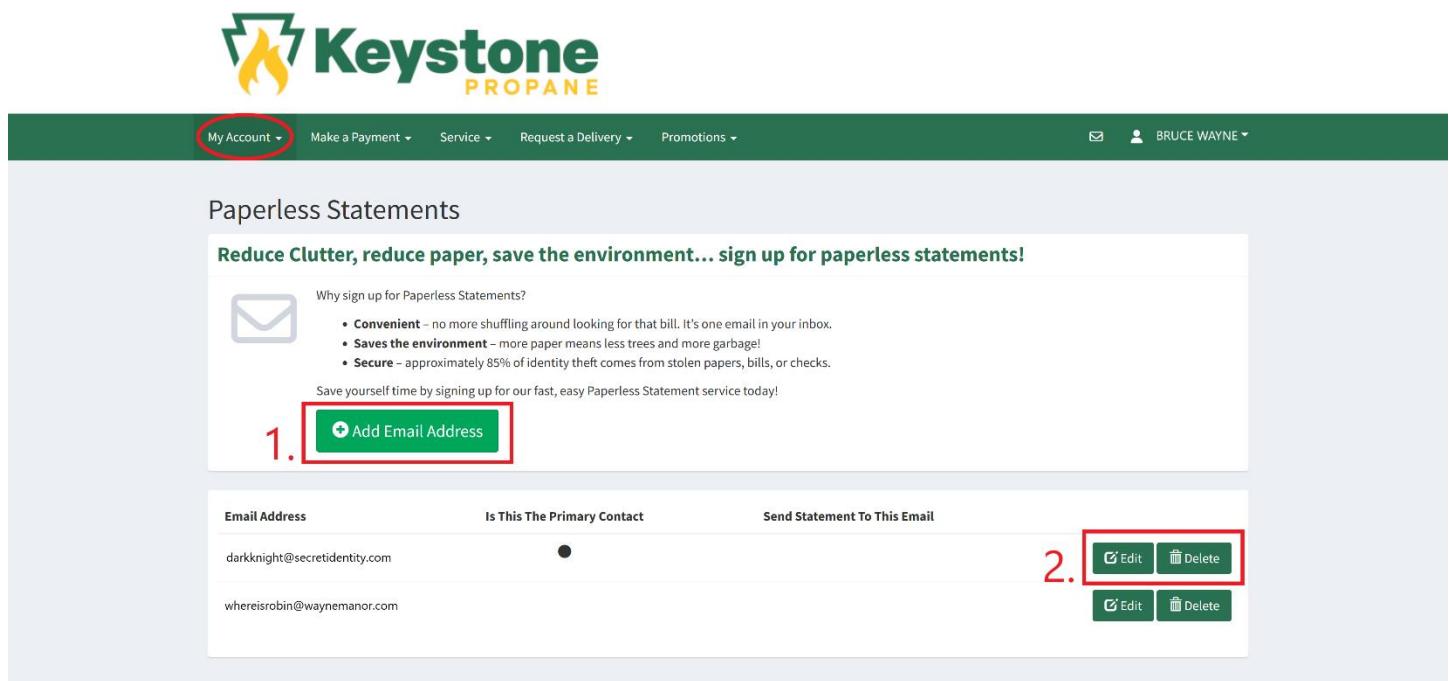


Equipment Type	Address	Last Service Date	Serial Number	Open Work Order	Service Agreement
Range SAMSUNG NX58H5600551AA	123 BATMAN LN. GOTHAM CITY, PA 11111		OBGG7DDJ90366GE	None	Request Service
Vented Heater RINNAI 16700	123 BATMAN LN. GOTHAM CITY, PA 11111		RHFE431WTAP	None	Request Service
Vented Heater RINNAI -garage	123 BATMAN LN. GOTHAM CITY, PA 11111	1/6/2023	RCE-229A	None	Request Service
Vented Heater	123 BATMAN LN. GOTHAM CITY, PA 11111		RHFE431WTAP	None	Request Service
Vented Heater	123 BATMAN LN. GOTHAM CITY, PA 11111	12/8/2020	RHFE431WJAP	None	Request Service
VF Heater MR HEATER 10,000 ATTACHED TO 120 TANK	123 BATMAN LN. GOTHAM CITY, PA 11111		MTVFBF10LP	None	Request Service

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



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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	<input checked="" type="radio"/>	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
whereisrobin@waynemanor.com	<input type="radio"/>	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

2. **Edit** **Delete**

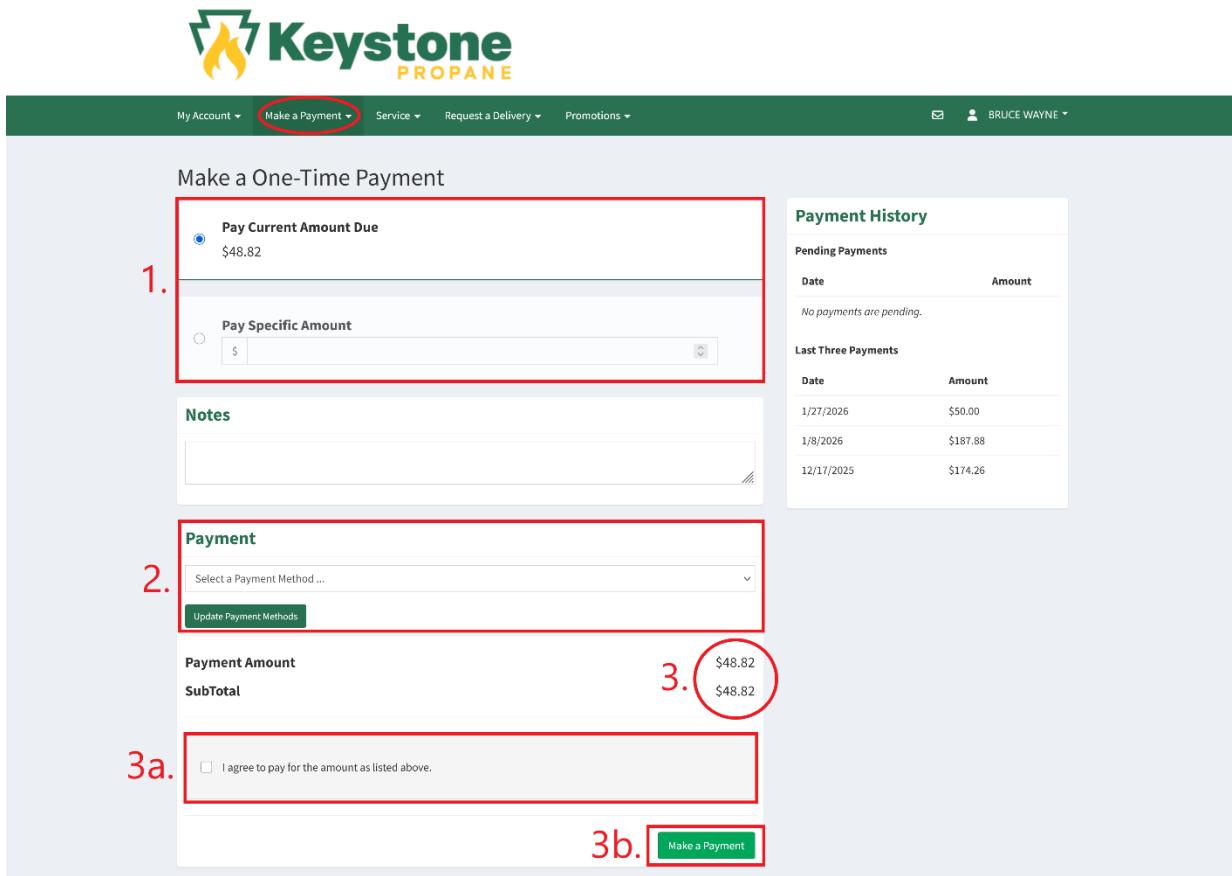
END OF “MY ACCOUNT” CATEGORY

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



Make a One-Time Payment

1. Pay Current Amount Due
\$48.82

2. Select a Payment Method ...

3. \$48.82

3a. I agree to pay for the amount as listed above.

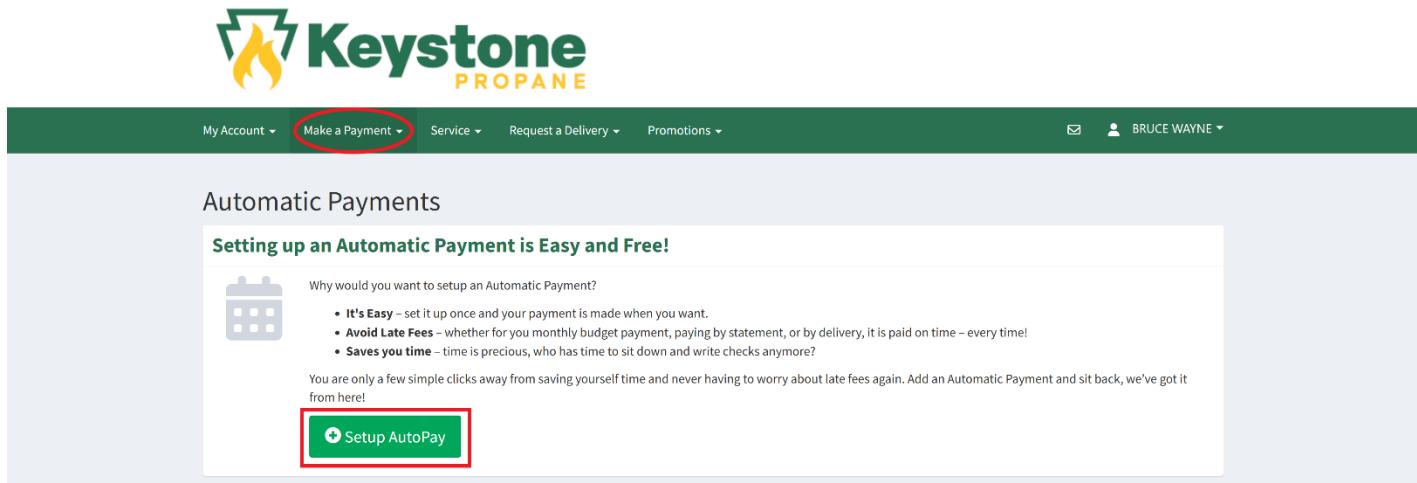
3b. Make a Payment

Payment History	
Date	Amount
No payments are pending.	

Date	Amount
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.



Automatic Payments

Setting up an Automatic Payment is Easy and Free!

Why would you want to setup an Automatic Payment?

- It's Easy – set it up once and your payment is made when you want.
- Avoid Late Fees – whether for you monthly budget payment, paying by statement, or by delivery, it is paid on time – every time!
- Saves you time – time is precious, who has time to sit down and write checks anymore?

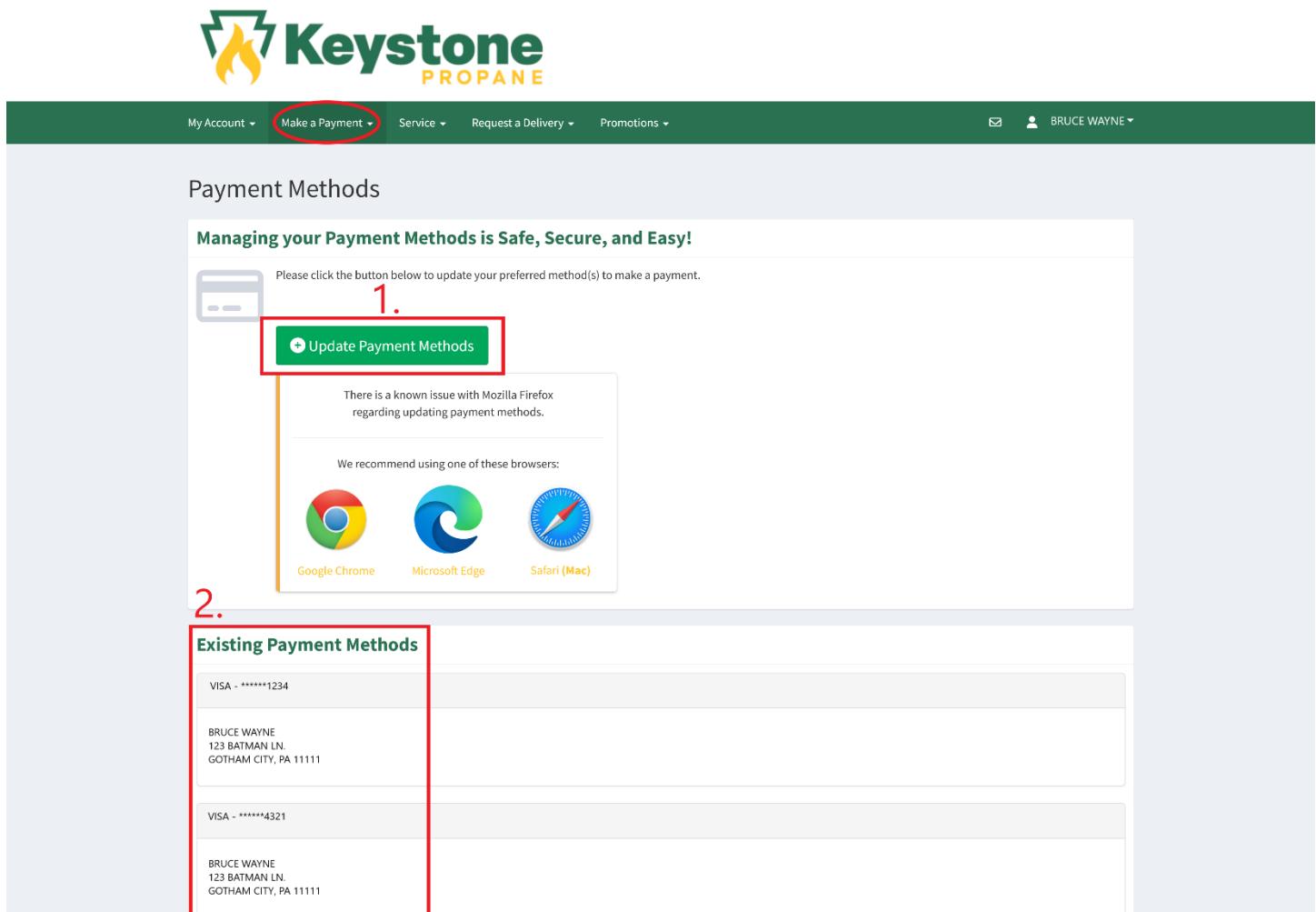
You are only a few simple clicks away from saving yourself time and never having to worry about late fees again. Add an Automatic Payment and sit back, we've got it from here!

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



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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
[Text input field]

Equipment
[Text input field] --- Select Equipment to Service ---

Brief description of the issue
[Text input field]

Name
[Text input field]

Phone
[Text input field]

Email
[Text input field]

How would you prefer we contact you?
 Phone
 Email

What is the best time to contact you if by phone?
[Text input field]

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.
[Text input field]

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"

Keystone PROPANE

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

BRUCE WAYNE ▾

Request a Delivery

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.

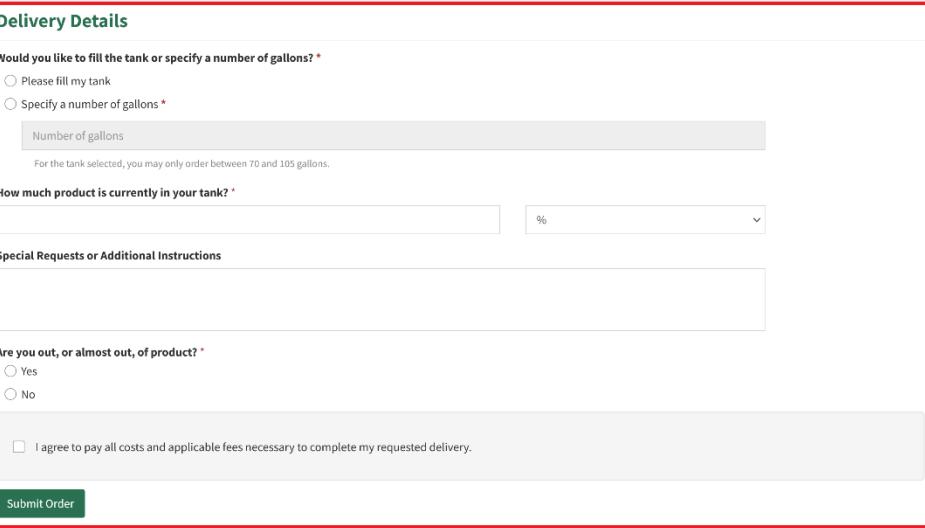
- If your tank reads over 50% - you probably do not need a delivery at this time.
- If your tank reads less than 50% - please fill out the form below and we will see you soon!

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

1. 

Select your Tank

1.  2. 	124 H TANK 124 gal. Propane Fuel Tank	123 BATMAN LN. GOTHAM CITY, PA 11111 48% Approximately 60 gallons in tank Will Call Reading Date: 2/11/2026 Want to stop having to check your tank? Request Automatic Deliveries	Leased Last Delivery: 1/7/2026 \$2.5504 / gal
	250 H TANK 250 gal. Propane Fuel Tank	123 BATMAN LN. GOTHAM CITY, PA 11111 37% Approximately 92 gallons in tank Will Call Reading Date: 2/11/2026 Want to stop having to check your tank? Request Automatic Deliveries	Leased Last Delivery: 1/7/2026 \$2.5504 / gal

3. 

Purchased **Price (per Gallon)**

0 - 105 gallons \$2.5504

Delivery Details

Would you like to fill the tank or specify a number of gallons? *

Please fill my tank
 Specify a number of gallons *

Number of gallons

For the tank selected, you may only order between 70 and 105 gallons.

How much product is currently in your tank? *

Special Requests or Additional Instructions

Are you out, or almost out, of product? *

Yes
 No

I agree to pay all costs and applicable fees necessary to complete my requested delivery.

Submit Order