

NEWGAS

Frequently Asked Questions

About Newgas

1. Who is Newgas?

Ans: Newgas is a Ghanaian owned company that is regulated by National Petroleum Authority (NPA) and has been licenced to build and operate LPG Bottling plants in the country. Newgas is also required to invest in and own LPG cylinders, and to bottle LPG into these cylinders for sale to the households and commercial entities in Ghana. This is being implemented as part of the Cylinder Recirculation Programme of the government of Ghana.

Newgas has currently completed construction of its first bottling plant in Tema, capable of filling about 3,000 LPG Cylinders per hour. A second bottling plant in the middle belt of the country with similar capacity is currently under development.

The company has already invested in tens of thousands of LPG cylinders and will be investing in substantially more to enable it serve its customers. Newgas is also building a nationwide network of distributors and LPG retail points (LPG Exchange Points) to improve accessibility of LPG to the public.

2. What is the Cylinder Recirculation programme (CRM)?

Ans: The Cylinder Recirculation Programme is a new way of distributing and buying LPG for use by households and commercial entities. Under the programme, LPG is filled into cylinders at large industrial scale bottling plants and distributed to the market through LPG distributors and exchange points. The consumer will sign up to the CRM programme with Newgas and after paying the deposit, will be able to buy filled LPG cylinders (bottled LPG) by exchanging their empty cylinder with a filled cylinder and paying the price of the LPG in the cylinder. This is a safer means of distributing LPG, as well as improving availability and convenience to consumers.

3. Who are Newgas Distributors?

Ans: Newgas Distributors are businesses that have been appointed by Newgas to manage the Newgas LPG Cylinder depots (called 'Ecovaults') in an assigned zone. Newgas Distributors ensure that there is adequate stocks of filled LPG cylinders in their assigned zones, sign up customers to Newgas and handle all customer care issues within their assigned zone. Upon registration each customer is assigned a distributor

4. What is the Newgas Showroom?

Ans: Newgas Showrooms are customer care centres operated by distributors in their assigned zones. Any individual can visit any Newgas showroom to make enquiries about Newgas and its products, register as a customer of Newgas, make a deposit or refill order, view sample of or buy Newgas LPG accessories like stoves, regulators,

LPG hoses, aprons etc. Complaints can also be made here about any aspects of the Newgas service

5. What is the Newgas Exchange point?

Ans: Newgas Exchange Points are Newgas branded cages that stocks bottled LPG and from where Newgas customers can exchange their empty Newgas Cylinders for bottled LPG Cylinders and pay for only the cost of the LPG.

The locations of the Newgas Exchange points can be found on the Newgas website. This list is updated weekly so kindly visit our website for an up to date list of exchange points.

Signing on to Newgas

1. How do I sign on to Newgas?

Ans: There are multiple ways to sign on to Newgas, including the following:

1. Download and install the Newgas app from google playstore, apple apps store or Newgas website (newgas.online) and register with your phone number.
2. Dial *815# on any network and follow the on screen instructions to register

3. Register when you are visited by our onboarding and sales officers who are onhand visiting and registering potential customers in your homes, places of work and specified public places
4. Call our customer care centre on 030 242 88 77 or email us on customercare@newgas.online for support and guidance to register
5. Visit the nearest Newgas showroom to be registered

2. What documents do I need to sign on to Newgas?

Ans: The primary document required for sign on and verification is the Ghana Card. This is a requirement of the National Petroleum Authority. Alternatively, we can register you with your Passport or Voter's ID for a period of time and replace them with your national ID once it becomes available

3. Do I need to make a deposit to sign on to Newgas?

Ans: No deposit is required at the time of signing onto Newgas. You will however be required to make an initial deposit either with your existing cylinder or cash to activate your Newgas Account and start ordering LPG from Newgas.

Making your Initial Deposit

1. Why do I need to make an initial deposit?

Ans: The initial deposit is towards the Newgas cylinder that will be supplied for your use.

2. Is the initial deposit a one-time payment as long as I am part of the scheme?

Ans: Yes, this is a one-time payment per cylinder.

2a) What happens to my 'One time deposit' when I come out of scheme?

Ans: You will be required to return the Newgas LPG cylinders and any other Newgas asset that might be in your possession. Your Initial Deposit will then be returned to you.

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3. How much do I have to pay as initial deposit?

Ans: Newgas customers can opt to make initial deposits either by paying cash or bringing their existing cylinder.

Note that the initial deposit amount differs depending on the cylinder size and type. For more details please refer to our website; www.newgas.online

It is preferred that you make your initial deposit together with your first LPG purchase. This means you will need to pay an extra amount for the cost of the LPG with your deposit.

4. I already have a cylinder, can that be used as a deposit?

Ans: Yes, your existing cylinder can be used as a deposit for the same size of Newgas cylinder. You can however opt for a bigger size cylinder than the one presented, or a different cylinder type by paying the required deposit top-up in cash.

5. What size or type of cylinder are available under Newgas?

Ans: Newgas has both steel and composite cylinders in the sizes indicated below

- 3kg steel
- 6Kg steel
- 12kg steel
- 50 kg steel
- 6kg composite
- 12kg composite

6. Can I walk to an exchange point with my deposit cylinder to sign on?

Ans: No. You cannot take your deposit cylinder to a Newgas Exchange point to activate your account. You can activate your Newgas account by placing your first order via any of the channels listed below;

1. Newgas App via playstore or app store
2. Newgas USSD (*815#)
3. Customer care centre

Our LPG Delivery Agent will deliver your LPG in a Newgas Cylinder and pick up your deposit cylinder at the doorstep. Make your order, indicate the appropriate time for the delivery, relax and let Newgas do the rest.

NB: You can however exchange an empty Newgas cylinder with a filled Newgas cylinder at all exchange points by paying the cost of LPG.

7. Will the size of my deposit cylinder determine the size of cylinder I get from Newgas?

Ans: Yes, by default, you get the same cylinder size used as deposit or pay the price difference for an upgrade of size, where the size if not an exact match, you may get a cylinder nearest in size to an equivalent Newgas cylinder.

Based on the sizes of Newgas LPG Cylinders the following are the sizes available in exchange of Existing Cylinders with Customer:

Sr No	Cylinder Capacity with Customer	Newgas Cylinder
1	Less than 3 Kg	NIL
2	Equal to or greater than 3 Kg but less than 6 Kg	3 Kg
3	Equal to or greater than 6 Kg but less than 12 Kg	6 kg
4	Cylinder Capacity equal to or greater than 12 Kg but less than 15 Kg	12 kg
5	The customer Owns Cylinders above 15 Kg	**

***** This will be dealt with on a case by case basis. Kindly call the Newgas Customer Care Centre***

7.b Can I use my Existing Regulator with New Gas Cylinders?

Ans: Yes but you must make sure that your regulator is in good order and not causing any leakages, which can result in consequential fire accident.

On the other hand, Newgas has introduced its enhanced and designed for safety Regulator which is available for purchase at competitive prices from your distributor. Due to the new safety features of the Newgas Regulator, it is recommended to use that with the Newgas Cylinders. Newgas shall not be responsible for any accident due to use a non-functional or faulty Regulator with your Newgas Cylinder.

8. If I opt to pay cash for my deposit, how do I pay to Newgas?

Ans: Customers can pay for their deposit in cash in any of the following ways:

- a. Using the Newgas Mobile App: Newgas App Users can select their preferred cylinder type and size from the Newgas app then select Cash Deposit. Payment can then be made electronically using the available options there
- b. payment can also be made on delivery. This option can be selected when the order is made using the Newgas Mobile app, of USSD or via a phone

call to the customer care centre. Customers can pay upon delivery using their preferred method ie by Cash, momo, Ghana QR or other acceptable digital payment

9. How do I get my Newgas LPG Cylinder and the first LPG fill after paying the Initial Cash Deposit?

Ans: A Newgas LPG Delivery Agent from your distributor will deliver your filled LPG cylinder to your address as provided during your registration with Newgas. With your approval, the Delivery Agent will also install your Cylinder for you.

Making a Payment

1. What payment options are available to pay for my Newgas Order?

Ans:

- a. You can pay by Momo (MTN, Vodafone, Airtel Tigo), and Debit card or Credit Card which are processed via the Remcash payment gateway.
- b. You can also by using the GhQR or
- c. You can also opt to pay cash when the delivery is made

2. Can I pay cash for my deposit and refill cylinders?

Ans: Yes, payment on delivery by Cash is acceptable.

3. How do I pay by cash when making the order on the Newgas app?

Ans: Select “Payment on delivery” when placing the order

Cylinder Types and Sizes

1. What types of cylinders are available at Newgas?

Ans: Newgas has two main types of cylinders, named after the type of material used in producing it. Steel Cylinders are made from high tensile steel and Composite Cylinders made from Fiber glass.

2. What are the different cylinder sizes available?

Ans: 3kg, 6kg, 12kg and 50kg for Steel Cylinders and 6kg and 12kg for Composite cylinders

3. Can I upgrade from a small cylinder size e.g, 3kg to a bigger cylinder size e.g, 12kg?

Ans: Yes, you can upgrade your cylinder sizes anytime. Customers only need to pay for the difference in the cylinder deposit price between the size you have and the new size required.

4. What happens if I choose to buy a 6kg LPG cylinder refill even though I have a 12kg deposit?

Ans: Only the 6kg LPG price will be paid and no charges applicable for the cylinder deposit. You have the flexibility to choose a refill cylinder size smaller

than your current cylinder deposit size. Eg In this case you will be considered as a 12kg cylinder customer and can thus revert to 12kg cylinder at any point in time without having to pay any deposit top-ups. You can also opt to take 3Kg Cylinders if you have made deposit of 6Kg Cylinders or 12Kg Cylinders.

Making Your First Order

1. How do I make my first order on Newgas?

Ans: You can make your first order using any of the options provided below;

a. Using the Newgas Mobile App.

Download the Newgas app and Sign up, If you haven't already signed up or log into the app if you have already registered, click on make deposit and follow the prompts and flows in the app to make your first order and make the relevant payment.

On the scheduled delivery date and time, be ready to receive your Newgas LPG cylinder(s). Newgas LPG Delivery Agents will arrive with your order at your doorstep.

b. using the Newgas USSD Code

Dial *815# on your phone on any network and follow the prompts and instructions to request a deposit or order for LPG from Newgas.

c. After being registered by the Newgas registration team, just call the Newgas Customer care centre on 0302428877 to place your order

d. you can also visit the nearest Newgas Showroom to register and to place an order for your Newgas LPG cylinder

2. Why is it important to ensure I input my exact GPS location when using the Newgas App to order or provide the GPS location for other orders?

Ans: This is to ensure your cylinder is delivered right at your door step. This also helps to avoid delays to deliveries as a result of difficulty in finding customer locations.

3. Can I choose a preferred time of the day for deliveries to my home?

Ans: Yes, customers can choose their preferred time of day from the available time slots either on the Newgas app or during any of the other ordering options

3(a) Will there be any Additional charges for selecting the option for delivery on non-working days and Off Time Hours?

Ans: deliveries within normal working hours are offered free of any additional charges. However, an additional charge will apply for deliveries made during non-working hours or non-working days. The applicable charges will be indicated on the Newgas mobile our app as well as on our website. You will also be informed at the time of your order the amount of the additional fee is applicable.

4. Will I have to choose a distributor to get my order delivered?

Ans: No. Distributors are assigned by Newgas to customers based on the customer's location.

5. Can I pick up my first order at a Newgas exchange point?

Ans: No. First orders will be delivered to the address registered with Newgas. However, you can use Newgas exchange points for your subsequent refill orders.

5(a): Do I have option to select any Exchange Point

Ans: Yes, You can select the Exchange Point of your Choice as per the locations and options available. You may visit an exchange with your cylinder and buy LPG at any of the exchange Points as per your convenience. A list of Newgas Exchange points and their locations are available on the Newgas website.

6. Can I order more than one cylinder at a time?

Ans: Yes you can, if you have more than 1 cylinder deposits with Newgas at that point. If you have only one, you can order another by paying the required deposit for the cylinder size you desire to order.

7. Is there anything else you will recommend for my first order?

Ans: The Newgas LPG cylinder was designed to meet the highest level of safety. To ensure complete end to end safety and peace of mind with using LPG, we recommend buying and pairing the following with your Newgas LPG cylinder

a. Newgas LPG Hose; this is an LPG certified hose, unlike most of what is available on the market which are either water or air hoses. The Newgas LPG hose has three layers and is designed to be strong and able to withstand the LPG pressures in the cylinder without any fear of leakages. It's also very affordable

b. Newgas Regulator has been designed with safety as a top priority and built to international standards. It has many in built safety features with a user friendly yet firm locking mechanism, built in leak prevention mechanism and a special automatic mechanism that disengages the Regulator from the valve in case of a fire and thus stops the flow of LPG feeding the fire.

7(a) I do not have an LPG stove, can I get a good quality LPG Stove through the Newgas Distributors?

Ans: Newgas has developed and is currently selling a couple of High Efficiency Gas Stoves through its distributors, each with two Brass Burners. These stoves come in two different configurations, the Premium model with an efficiency level of 74% and the Economy model with an efficiency of 68%. Note that most of the LPG stoves available on the market has an efficiency of 50%. Higher efficiency stoves translate into lower LPG consumption. Newgas recommends the usage of High Efficiency Stoves for reduced consumption of Gas and therefore savings on the cost of cooking.

7(b) Can I Get other accessories from Newgas Distributors?

Ans: Yes

a. Newgas Distributors stock and sell the Newgas Flame and Stain Retardant and splash proof Kitchen Aprons in attractive designer colors.

b. Newgas distributors also provide other Kitchen accessories like Gas Lighters, Cylinders Trolleys, Cook Top single Burner stoves for camping etc.

8. Is it mandatory for the first order to be delivered?

Ans: Yes, we prefer to deliver your first order to you. This is to enable us ensure that your LPG installations are safe. Our trained LPG Delivery Agents will install your cylinder if you approve of that and guide you on safe practices to be adopted while using LPG for cooking.

Deliveries

1. Should I allow the LPG Delivery Agent into my home?

Ans: Newgas LPG Delivery Agents undergo thorough screening and training processes to ensure they are qualified individuals to be allowed into your homes so they can offer support with the connection of your LPG cylinder to your burner/stove both on your first order and subsequent orders.

The final decision to allow them into your house is however left entirely to your discretion and, Newgas will not accept any responsibility or be liable for damages should you allow an LPG Delivery Agent into your home.

2. How will I know a genuine Newgas delivery agent?

a. **Ans:** Uniform and Identification: Newgas LPG Delivery Agents will typically wear the company's uniform and carry official identification cards with the Newgas logo and their name/photo. Ask to see their identification if it's not immediately visible.

b. Newgas Branded Delivery Vehicle: Newgas LPG Delivery Agents will only arrive in vehicles marked and branded with the Newgas logo and colours.

3. What is an LPG Delivery Agent expected to do once he brings in my order?

Ans: He will first of all confirm your order by scanning the QR code on your receipt or ask for the 4 digit PIN sent to you when you completed your order.

He will then proceed to scan the QR code on your empty cylinder to be able to receive that from you. The LPG Delivery Agent will then proceed to scan the QR code on the filled cylinder(s) in your order and hand these over to you.

If approved by you, he will install the filled cylinder at its normal location and connect the hoses for you. On your first order, the LPG Delivery Agent will also guide you on safety practices to be adopted while using LPG for Cooking.

4. How do I know if my LPG cylinder has been filled with the right quantity of LPG?

Ans:

a. Each Cylinder is filled and weighed at the bottling plant using weighing scales that have been calibrated by the standards board. After loading, each cylinder is sealed with a temper evident PVC seal. Upon delivery, check that the seal is intact. Reject the filed cylinder if there is no seal or the seal has been broken or damaged.

- c. Each Newgas LPG Cylinder has the tare weight (weight of the empty cylinder) inscribed on it. The full weight of the LPG in the cylinder can be computed by subtracting this tare weight from the weight of the filled cylinder.

Each LPG Delivery Agent will have a scale in their possession so Newgas customers can request for their filled cylinder to be weighed at all times. This weight should be within a reasonable tolerance from the expected weight.

5. How can I be sure the LPG cylinder delivered is not leaking?

Ans: All Newgas LPG cylinders are examined for leakages before they leave the bottling facility. Additionally all Newgas cylinders are fitted with a leakproof cap which when fitted prevents any form of leaks from the valve. The LPG Delivery Agent will break the seal in front of Customer and will carry out leak checks of the cylinder before it is handed over to the customer.

6. How can I tell if my order has not been tampered with?

Ans: All Newgas LPG cylinders will come fitted with a tamper evident seal. In the event where the seal is broken, please reject the cylinder and request for one with the seal intact.

7. What should I do if the seal on my cylinder is broken, the LPG quantity is below the ordered quantity or the bottle is leaking?

Ans: Reject the cylinder presented by the delivery agent and report such incidents to our customer care centre for assistance. If it's an exchange point

insist on a new cylinder with none of the above issues. Where this fails please call the customer care number 030 242 8877

8. What if I am not home at the time of delivery?

Ans: You can authorize someone to receive the Newgas LPG Cylinder on your behalf by giving the person your empty cylinder for the exchange and the 4 – digit PIN that was sent to you on confirmation of your order. Without these the cylinder will be sent back to your Newgas Distributor

8(a) The LPG Delivery Agent came to deliver at the selected time but I was not home and my house was locked, I got a delivery failure message. What I should do?

Ans: You can reschedule your delivery to another day and time by calling our customer care centre or through the Newgas mobile app.

9. Can I reschedule my delivery if I will not be available at a set time?

Ans: You can only reschedule your delivery if it has not already been dispatched. The window for rescheduling of orders closes two hours before the scheduled time.

10. How will I know if my delivery has been dispatched?

Ans: Order status changes to shipped on the Newgas app. You can also find the status by calling the Newgas customer care centre.

Ordering Filled LPG Cylinders

1. How do I order for a Filled LPG cylinderl when my gas runs out?

Ans: Order through any of these options listed below;

a. The Newgas Mobile app

Log into your Newgas mobile app, select make order from the dashboard and then select Refill from the orders page and follow the process

b. Dial *815# on your phone and follow the prompts there to order a refill

c. Call the Newgas Customer care centre and order a refill

d. Visit the nearest Newgas Showroom to order your refill

c. Walk into the nearest Newgas exchange point to order and pay for a refill. Here you can pick the filled cylinder by exchanging with your empty Newgas cylinder

2. Can I walk to a Newgas exchange point for my refill order?

Ans: Yes, you can do that. Carry your empty Newgas cylinder along, and pay for the cost of the filled cylinder you want to pick to complete the exchange.

3. Can I upgrade my cylinder size during my Refill order?

Ans: Yes, you can upgrade the size of your Newgas Cylinder at any time. You will however be required to pay the difference in the deposit amounts between the two cylinders.

Note that a change from a steel cylinder to a composite cylinder of the same size is also considered an upgrade.

4. If I opt to have my refill delivered to me, how long will this take?

Ans: This is based on the time range selected from the available time slot when placing the order as most regular orders can be delivered within the day of orders. Newgas however aims to deliver all completed orders within 24 hours. Special delivery can be scheduled for an extra delivery charge. These will normally be delivered within 2 hours of the order completion if order is placed within working hours

5. Will I be charged for regular delivery times?

Ans: Regular delivery does not incur any delivery charges.

6. I have totally run out of gas, can I book express delivery for my filled LPG cylinder?

Ans: Yes, we offer express delivery service where orders are delivered within two hours of being placed at a delivery charge

7. Will I be charged when I opt for express delivery?

Ans: Yes, Express delivery comes at a fee

8. Can I refill more than one empty cylinder at a time?

Ans: Yes you can, up to the number of deposits you have associated with your account.

Ordering for Family and Friends

1. Can I order for my parents through my Newgas account?

Ans: Yes it is possible to order for your parents, family or friends who live at a different location from your account. You will however need to register their location as a different connection as part of your account.

2. How can I pay for an existing Newgas customer to have their cylinder refilled?

Ans: By placing an order and completing the payment process. Kindly note that you will need the phone number and Newgas customer number of the person to be able to complete the transaction. Payment will have to be made in full through any of the available digital means before the delivery will be made.

Stolen & dented and unusable Cylinders

1. What do I do when my cylinder is stolen?

Ans: Contact our customer care centre to make the report so the cylinder can be blacklisted. A new Newgas cylinder will be supplied after the payment of the applicable charges of particular cylinder type and size

2. What do I do if my cylinder is dented and unusable?

Ans: Contact our customer care centre for assistance

Updates

1. How do I update my phone number?

Ans: This can be done through either of the following;

- a. by editing account profile on the Newgas mobile application and confirming the OTPs sent to both the previous and new phone numbers.
- b. by calling the Newgas Customer Care centre.

2. How do I update my location address when I move homes?

Ans: Change delivery location when placing the next order or go to your profile in the Newgas Mobile app and update the location

3. How do I change my Newgas Mobile App login PIN?

Ans: The Login PIN can be changed by using the option of “Forgot PIN” and follow the process on app.

Distributors & Exchange Points

1. How do I choose a Distributor?

Ans: Distributors are assigned per each customer’s location based on the Ghana Post GPS address you submitted upon registration

2. How do I locate the exchange points in my area?

Ans: Visit the Newgas website (www.newgas.online) for detailed information on distributor zones and exchange points within each zone. You can visit and buy Filled LPG Cylinders at any Newgas Exchange point.

The list and locations of all Newgas exchange points will also be available on your Newgas Mobile App and the Newgas website.

3. What happens if I move to a different part of the country?

Ans:

a. You can change your location address from your Newgas Mobile app. A new distributor will then be assigned to you based on your new location. Kindly return your Newgas cylinder to the distributor in your old location and pick up a new Newgas cylinder from the Newgas distributor at your new location

b. You can visit the nearest Newgas showroom either before you relocate or after relocation to have your address changed and assigned with a new distributor.

Please note that Newgas is now growing its distributor base to cover the whole country and may not at this time have distributors in certain parts of the country. Newgas however intends to cover the entire country within the next few months.

3(a) What do I do If Newgas doesn't have a Distributor in the vicinity of the changed location?

Ans: You have an option either to transfer your Newgas cylinder connection in favor of your friend or relative, or can surrender the cylinder to your distributor. The Newgas Distributor who will refund you the deposit amount

Safety Measures

1. What should I do if I think I can smell gas around my cylinder or in the Kitchen?

Ans: If you are using the LPG to cook, stop cooking immediately and switch off the stove. Switch off the regulator, remove it and cover the valve with the leak proof cap that comes with the Newgas LPG cylinder. Since LPG is heavier than air, it will tend to move to the bottom of the room. Open your kitchen door to allow any LPG gathering near the floor to move out and then contact your Distributor or Customer care centre for assistance.

2. Where should I store my LPG cylinder?

Ans: At a distance of at least about 1 metre from the LPG Stove. Keep the cylinder at a secured place if the same is outside the kitchen or in the Balcony. Please provide a proper top Cover to prevent the Direct Sunlight and rain water. Put the cylinder on a stand to keep the bottom portion of cylinders duly ventilated. Always keep the cylinder standing

3. What should be the ideal distance between my LPG cylinder and any heat source?

Ans: The LPG Cylinders can be placed below the Kitchen Cooking Slab, if placed outside the Kitchen then a distance of 1 Meter to 2.5 Meter is the desired distance. The height of stove should be minimum 6 inches (150 mm) above the top of LPG cylinder

4. What is the recommended LPG hose to use for the LPG cylinder connection?

Ans: Avoid using air hose, water hose or rubber hose for connecting your LPG cylinder to your LPG stove. These cylinders are not safe for use with LPG and can cause leaks and fire. Instead use specially designed LPG hose that are Flame Resistant and also have Rodent Proof steel wire Reinforced like the “**Newgas LPG Hose**”. This is available from all Newgas Distributors and samples are available at all Newgas showrooms for inspection and purchases at very affordable prices

4(a) What is the cost of Newgas LPG Hoses, Is it Available in Different Sizes?

Ans: The Fire Resistant “Newgas LPG Hoses” are available in sizes of 1.5 meter, 2 Meters, 2.5 meters and also in running length that can be cut to meet the customers requirement. In the interest of safety these hoses are made available at a very reasonable price for Customers. Current prices are available at all Newgas showrooms.

4(b) What is the Lifespan of Newgas LPG Hose:

Ans: The Newgas LPG Hoses can be used for up to Five years and it is recommended for safety reasons to replace the same after 5 years of use.

Contacts

1. How do I contact my Newgas or my distributor?

Ans: You may call at Newgas Customer Care on **030 242 8877** or send us an email on **customercare@newgas.online**

2. How do I report a rude delivery agent/ customer service agent?

Ans: You can Lodge Complaint on the Newgas mobile App. You can also lodge a complaint to by calling the Newgas customer care centre. We will deal with complainants swiftly to ensure that we will have only courteous LPG Delivery Agents and Customer Service Agents serving you.