

## IMPORTANT SAFETY INFORMATION FOR LP GAS CUSTOMERS

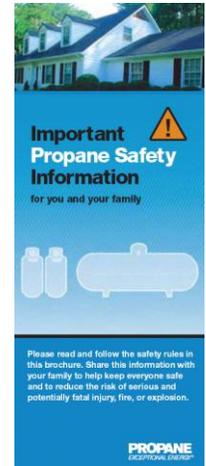
Read immediately – Keep for future reference

Dear Valued LP Gas Customer:

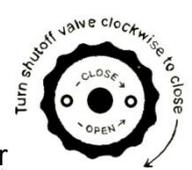
While LP gas (propane) is a very safe and reliable heat source, like all gas, if it leaks, it can cause **injury, death, and property damage**. As your LP gas provider, we take your safety seriously. Therefore, we are sending you this letter to remind you of **safety procedures you must follow** to ensure that you and your family are safe when using LP gas.

**You and your family must read** this letter and the attached brochure entitled “**Important Propane Safety Information.**” Keep it nearby and periodically reread it. Failure to follow the safety precautions in this letter and this brochure could result in a **gas explosion and fire** or death by **asphyxiation** from carbon monoxide (CO) produced from appliances which are not operating or vented properly.

Below are several **precautions** that are in the brochure that we want to highlight:



- **If you smell LP gas, if you think you hear gas escaping, or if a gas detector is alarming,**
  - **IMMEDIATELY** put out all smoking materials and other open flames,
  - **DO NOT** operate lights, appliances, thermostats, garage door openers, telephones or cell phones,
  - **IMMEDIATELY** get everyone out of the building or area where you suspect gas to be,
  - **TURN OFF** the main gas supply valve on your propane tank(s) if it is safe to do so, by turning the shutoff valve to the right (clockwise),
  - **CALL your propane retailer** from a neighbor’s home or other nearby building or use your cell phone from a safe location outside the premises and away from the gas leak area.
  - **CALL 911** or your local fire department if you can’t reach your propane retailer,
  - **DO NOT** re-enter the building or area until your propane retailer or safety personnel tell you it is safe.
  - **BEFORE** you attempt to use any of your propane appliances, your propane retailer or a **qualified service technician must check** your entire gas piping system to ensure that it is leak-free.
- **LP gas can cause injury, death or property damage if it leaks and ignites. To prevent this, do the following:**
  - Learn what LP gas smells like.
  - Buy, install and maintain at least one **LP gas detector per manufacturer’s instructions**, which is designed to alarm when gas has leaked. This is because there are some situations where you may not be able to smell LP gas. If alarm goes off, take the same precautions as if you smell gas.
- **Exposure to Carbon Monoxide (CO) can cause injury or death. To prevent this, do the following:**
  - Buy, install and maintain a Carbon Monoxide detector per manufacturer’s instructions, which is designed to alarm when CO is detected. This is because you typically cannot taste or smell CO, which is produced from appliances that are not operating properly
  - Everyone in your home should be aware of the symptoms of CO, including Headache, Dizziness, Fatigue, Shortness of breath and Nausea.
  - If you or a family member shows physical symptoms of CO poisoning, get everyone out of the building and call 911 or your local fire department.
- **DO NOT try to repair**, modify or alter your propane piping system or connected appliances. Only allow qualified personnel to work on it.



- **DO NOT attempt to relight any pilot lights.** If a pilot light has gone out there may be a safety problem. **Call your propane retailer at 888-437-3835 to relight all pilots** or contact a qualified service technician to perform service or maintenance on you propane appliances
  
- **AVOID RUNNING OUT OF GAS.** Safety hazards, including fire or explosion can result.
  - If you have run out of LP gas or your service has been interrupted, call us immediately at **888-437-3835** so that we can come out and inspect your gas piping and check for leaks. Arrangements then can be made to relight the pilot lights by a qualified technician.
  - If you have run out of gas, you need to do the following:
    - Close the service valve on your LP gas tank.
    - Shut off all gas valves for appliances that use LP gas.

In addition to the attached documents, you can learn more about safety precautions that need to be taken for safe use of LP gas in your home or business at **<http://www.propane.com/residential/>**. This website contains a link to a product safety brochure and a product safety manual with extensive information on propane safety. To educate your kids on propane safety, go to **<http://propanekids.com/>**.