



Date:

Dear Customer:

The following letter and enclosed information is VERY IMPORTANT. Please take the time to read ALL of the information presented. **\*\*\*This form must be signed and returned as soon as possible or before your next scheduled propane delivery.**

LP gas is a safe, efficient, and clean fuel when handled wisely and with respect. Kemgas is providing you with safety information about propane gas and we encourage you to read the enclosed materials.

Upon receiving this information, please complete and sign the bottom section. If you have specific questions about propane gas or our services, or if any of the items listed below are missing from this envelope, please contact Kemgas at **1-800-840-4774**.

THE FOLLOWING MATERIALS ARE FOUND IN THIS PACKET:

- **OUT-OF-GAS POLICY**
- **PRESSURE TESTING AND SYSTEM CHECKS**
- **IMPORTANT PROPANE SAFETY INFORMATION (PAMPHLET)**

\_\_\_\_\_, has received the above information.  
(PRINT NAME)

\_\_\_\_\_. I understand and agree to the Pressure Testing and System Checks.  
(DATE)

\_\_\_\_\_  
(CUSTOMER SIGNATURE)



(PLEASE KEEP THIS PAGE FOR YOUR RECORDS)

To Our Valued Customers:

Our mission is to provide propane in a way that is safe for you and our employees. Unfortunately, there may be times when you unexpectedly run out of gas. This could create an unsafe environment for both you and our delivery drivers – especially if these emergency deliveries occur late at night. Also, our drivers keep regular routes to maximize their efficiency and minimize operating costs, which keeps our propane reasonably priced for you.

**IF YOU RUN OUT OF PROPANE GAS, YOU SHOULD:**

1. Close the service valve on the propane storage tank
2. Shut off all appliance valves
3. Call your propane supplier immediately

**IT IS IMPERATIVE THAT YOU ARE HOME SO WE CAN CHECK THE ENTIRE GAS SYSTEM FOR LEAKS AND RE-LIGHT ALL PILOTS. IF WE ARRIVE AND THERE IS NOBODY AVAILABLE, WE WILL EITHER FILL THE TANK AND LOCK IT OFF, OR LEAVE IT EMPTY. THE DRIVER WILL LEAVE AN "OUT OF GAS" TAG INSTRUCTING YOU TO CONTACT OUR OFFICE TO RE-SCHEDULE YOUR APPOINTMENT.**

**THIS RETURN TRIP WILL RESULT IN AN ADDITIONAL CHARGE**

**THE FOLLOWING IS THE FEE SCHEDULE FOR OUT OF GAS & LOCK OFF SITUATIONS:\***

- **\$90.00/hour** (with a minimum of \$90) for pressure test and light pilots, during regular business hours
- **\$150.00/hour** (with a minimum of \$150) off route fee (for deliveries that are not your regular scheduled route day)

**THE ABOVE CHARGES WILL APPLY TO THE FOLLOWING SITUATIONS:**

- **"WILL CALL and WILL CALL PRE-PAY"** customers who fail to call or schedule a delivery PRIOR to running out of gas.
  - **REQUESTS FOR A DELIVERY MUST BE IN OUR OFFICE AT LEAST 48 PRIOR TO SCHEDULED DELIVERY DAY.**
- Customers who have run out of gas or have had their tank or meter locked off due to an unpaid past due account balance.
- Other Causes beyond Kemgas' control, such as, but not limited to: locked or blocked driveways or pathways to supply tank, unsafe or impassible roadways, unrestrained dogs, or any other condition making delivery unsafe.

**FEES DUE AT TIME OF DELIVERY/ OR BILLED WITH APPROVAL OF MANAGEMENT**

THE ABOVE FEES INCLUDE CHARGES FOR OUT-OF-GAS & LOCK OFF SYSTEM PRESSURE AND LEAKAGE TESTS (ADDITIONAL CHARGES MAY APPLY FOR PARTS REQUIRED FOR REPAIRS). SEE "PRESSURE TESTING AND SYSTEM CHECKS" FOR MORE INFORMATION.



## PRESSURE TESTING & SYSTEM CHECKS

(PLEASE KEEP THIS PAGE FOR YOUR RECORDS)

Accidents can result from the failure to perform a complete system pressure test and/or leak check from the propane tank to the system pilot orifices. Kemgas must verify the integrity of your LP gas system with a pressure test and/or leak check as defined by NPGA Bulletin T403, and document the results. The following situations call for a system check:

- ☐ **New System or New Customer**
- ☐ **Occupancy Change**
- ☐ **System interruption following repairs or modifications, changing regulators, turning off the gas, etc.**
- ☐ **OUT-OF-GAS situations**
- ☐ **Suspected Leak**
- ☐ **LOCK OFF due to unpaid account balance (Customer Owned tanks are also subject to lock off by Kemgas for nonpayment)**

The following National Fuel Gas Code, ANSI Z223.1-1999, describes the procedures for qualified persons servicing a propane system.

### **SYSTEM AND EQUIPMENT LEAKAGE TEST**

- 4.2.2 **Before turning gas on.** Before gas is introduced into a system of new gas piping, the entire system shall be inspected to determine that there are no open fittings or ends and that all manual valves on equipment are closed and all unused outlets are closed and plugged or capped.
- 4.2.3 **Test for Leakage.** Immediately after the gas is turned on into a new system or into a system that has been restored after an interruption of service, the piping system shall be tested for leakage. If leakage is indicated, the gas supply shall be shut off until necessary repairs have been made.
- 4.2.4 **Placing Equipment in Operation.** Gas utilization equipment shall not be permitted to be placed in operation until after the piping system has been tested and determined to be free of leakage and purged in accordance with 4.3.2.

**KEMGAS HAS ADOPTED THE FOLLOWING CHARGES FOR PRESSURE TESTING AND/OR LEAK CHECK.**  
**The customer must be on-site while the system check is being performed.**

#### **FEE SCHEDULE \***

<b>1) ACCOUNT SET UP FEE – (Existing Systems/Occupancy Changes)</b> (INCLUDES FREE SAFETY PRESSURE TEST & RE-LIGHT OF PILOTS)	<b>\$45.00 (Includes tax &amp; fees)</b>
2) NEW TANK SETS/NEW CONSTRUCTION/NEW PROPANE SYSTEMS	NO CHARGE
3) EXISTING SYSTEM/SUSPECTED GAS LEAK	\$90.00/hour (1HR MINIMUM)
4) OUT OF GAS - "Regular Delivery" customers	NO CHARGE
5) DELIVERY CHARGE - CHARGED EACH DELIVERY, EACH LOCATION	\$13.95
6) HAZMAT/SAFETY FEE - COVERS OVERHEAD COSTS	\$13.95 + Tax
** THIS FEE COVERS ADDITIONAL OVERHEAD COSTS & IS CHARGED ON EVERY INVOICE / STATEMENT **	
(INCLUDES BUT NOT LIMITED TO: HAZARDOUS MATERIALS, DEPT OF WEIGHTS & MEASURES, PUBLIC UTILITIES COMMISSION, BOARD OF EQUALIZATION)	
7) SHUT OFF FEE - <b>CUSTOMER OWNED TANKS ARE SUBJECT TO LOCKOFF FOR NON PAYMENT</b>	\$35.00
8) SYSTEM INTERRUPTION/ TURN ON FEE- System Test (ANYTIME THERE IS AN INTERRUPTION IN SERVICE, A TEST <b>MUST</b> BE PERFORMED)	\$90.00/hour, with a minimum of 1 hour.
9) TANK RENT	\$ Varies by tank size/some landlords pay
10) <b>ALL DEPOSITS REMAIN ON ACCOUNT UNTIL THEY ARE CLOSED</b>	\$250.00 Deposit on all Metered Accounts \$ Deposit varies by tank size for Bulk

GAS CHECK/SYSTEMS CHECK: Industry standards recommend a scheduled systematic inspection of your propane gas system from the tank to the appliances at least once every 5 years. **The customer must be on-site while the system check is being performed.** The charge to conduct this service is **\$90.00** (Item #3 – Existing System). **Charges do not include additional labor and materials needed for repairs or modifications.**

●Customer is responsible for the gas delivery system downstream of the supply tank regulator. Kemgas is responsible for the leased supply tank and leased supply tank regulator. Kemgas technicians can make necessary repairs to customer gas system downstream of supply tank regulator OR you may be directed to call another qualified technician for repairs. Customer agrees to be responsible for all damage to said equipment arising from customer, customer's family, or customer's employees' or agents negligence, carelessness, or abuse thereof. Parts and service by Kemgas will be charged to the customer at prevailing rates.

Any system found unsafe will be RED TAGGED and cannot be legally restarted until the unsafe condition has been repaired. You must call a qualified serviceman for repairs **before** our delivery personnel will place your system back in service.

**\* PRICES SUBJECT TO CHANGE**

## If you smell gas



1. **NO FLAMES OR SPARKS!** Immediately put out all smoking materials and other open flames. Do not operate lights, appliances, telephones, or cell phones. Flames or sparks from these sources can trigger an explosion or a fire.



2. **LEAVE THE AREA IMMEDIATELY!** Get everyone out of the building or area where you suspect gas is leaking.



3. **SHUT OFF THE GAS.** Turn off the main gas supply valve on your propane tank if it is safe to do so. To close the valve, turn it to the right (clockwise).



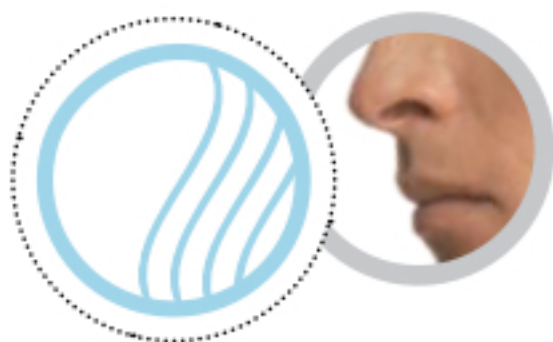
4. **REPORT THE LEAK.** From a neighbor's home or other nearby building away from the gas leak, call your propane retailer right away. If you can't reach your propane retailer, call 911 or your local fire department.



5. **DO NOT RETURN TO THE BUILDING OR AREA** until your propane retailer, emergency responder, or qualified service technician determines that it is safe to do so.



6. **GET YOUR SYSTEM CHECKED.** Before you attempt to use any of your propane appliances, your propane retailer or a qualified service technician must check your entire system to ensure that it is leak-free.



## Take the sniff test

Scratch and sniff the blue circle. The odor is similar to propane odor. Have everyone in your family take the sniff test. Always take action if you smell any kind of foul odor.



## Can you smell it?

Propane smells like rotten eggs, a skunk's spray, or a dead animal. Some people may have difficulty smelling propane due to their age (older people may have a less sensitive sense of smell); a medical condition; or the effects of medication, alcohol, tobacco, or drugs.

**ODOR LOSS.** On rare occasions, propane can lose its odor. Several things can cause this including:

- The presence of air, water, or rust in a propane tank or cylinder
- The passage of leaking propane through the soil



**Since there is a possibility of odor loss or problems with your sense of smell, you should respond immediately to even a faint odor of gas.**

## Propane gas detectors

Under some circumstances, you may not smell a propane leak. Propane gas detectors sound an alarm if they sense propane in the air. They can provide an additional measure of security. You should consider the purchase of one or more detectors for your home.



**GUIDELINES** regarding propane gas detectors:

- Buy only units that are listed by Underwriters Laboratories (UL).
- Follow the manufacturer's instructions regarding installation and maintenance.
- Never ignore the smell of propane, even if no detector is sounding an alarm.



## Lighting pilot lights



**IF A PILOT LIGHT REPEATEDLY GOES OUT** or is very difficult to light, there may be a safety problem. **DO NOT** try to fix the problem yourself. It is strongly recommended that only a **QUALIFIED SERVICE TECHNICIAN** light any pilot light that has gone out.

**YOU ARE TAKING THE RISK** of starting a fire or an explosion if you light a pilot light yourself. Carefully follow all of the manufacturer's instructions and warnings concerning the appliance before attempting to light the pilot.

## Appliance maintenance



**LEAVE IT TO THE EXPERTS.** Only a qualified service technician has the training to install, inspect, service, maintain, and repair your appliances. Have your appliances and propane system inspected just before the start of each heating season.

### **HELP YOUR APPLIANCES "BREATHE."**

Check the vents of your appliances to be sure that flue gases can flow easily to the outdoors; clear away any insect or bird nests or other debris. Also, clear the area around your appliances so plenty of air can reach the burner for proper combustion.

### **DO NOT TRY TO MODIFY OR REPAIR**

valves, regulators, connectors, controls, or other appliance and cylinder/tank parts. Doing so creates the risk of a gas leak that can result in property damage, serious injury, or death.

### **HAVE OLDER APPLIANCE CONNECTORS**

**INSPECTED.** Certain older appliance connectors may crack or break, causing a gas leak. If you have an appliance that is more than 20 years old, have a qualified service technician inspect the connector. Do not do this yourself, as movement of the appliance might damage the connector and cause a leak.



**FLAMMABLE VAPORS ARE A SAFETY HAZARD.** The pilot light on your propane appliance can ignite vapors from gasoline, paint thinners, and other flammable liquids. Be sure to store and use flammable liquids outdoors or in an area of the building containing no propane appliances.



**DON'T RISK IT!** If you cannot operate any part of your propane system, or if you think an appliance or other device is not working properly, call your propane retailer or a qualified service technician for assistance.

## Running out of gas



**DON'T RUN OUT OF GAS. SERIOUS SAFETY HAZARDS, INCLUDING FIRE OR EXPLOSION, CAN RESULT.**

- If an appliance valve or a gas line is left open, a leak could occur when the system is recharged with propane.
- If your propane tank runs out of gas, any pilot lights on your appliances will go out. This can be extremely dangerous.
- **A LEAK CHECK IS REQUIRED.** In many states, a propane retailer or a qualified service technician must perform a leak check of your propane system before turning on the gas.





## Carbon monoxide AND your safety

### WHAT IS CARBON MONOXIDE (CO)?

You can't taste or smell CO, but it is a very dangerous gas, produced when any fuel burns. High levels of CO can come from appliances that are not operating correctly, or from a venting system or chimney that becomes blocked.

**CO CAN BE DEADLY!** High levels of CO can make you dizzy or sick (see below). In extreme cases, CO can cause brain damage or death.

### Symptoms of CO poisoning include:

- Headache
- Shortness of breath
- Dizziness
- Nausea
- Fatigue

If you suspect CO is present,  
act immediately!



1. 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.
2. If it is safe to do so, open windows to allow entry of fresh air, and turn off any appliances you suspect may be releasing CO.
3. If no one has symptoms, but you suspect that CO is present, call your propane retailer or a qualified service technician to check CO levels and your propane equipment.

### TO HELP REDUCE THE RISK OF CO POISONING:

- Have a qualified service technician check your propane appliances and related venting systems annually, preferably before the heating season begins.
- Install UL-listed CO detectors on every level of your home.
- Never use a gas oven or range-top burners to provide space heating.
- Never use portable heaters indoors unless they are designed and approved for indoor use.
- Never use a barbecue grill (propane or charcoal) indoors for cooking or heating.
- Regularly check your appliance exhaust vents for blockage.

### SIGNS OF IMPROPER APPLIANCE OPERATION THAT CAN GENERATE HIGH CO LEVELS:

- Sooting, especially on appliances and vents
- Unfamiliar or burning odor
- Increased moisture inside of windows

### What is propane?

Propane (also called LPG—liquefied petroleum gas—or LP gas) is a liquid fuel stored under pressure. In most systems, propane is vaporized to a gas before it leaves the tank. Propane is flammable when mixed with air (oxygen) and can be ignited by many sources, including open flames, smoking materials, electrical sparks, and static electricity. Severe freeze burn or frostbite can result if propane liquid comes in contact with your skin.