

2021/2022 LP SAFETY INFORMATION

PLEASE READ

OUR POLICIES HAVE CHANGED

TO ALL CUSTOMERS:

Today's energy-conscious homeowners have virtually sealed up their homes with storm windows, siding, caulking and weather stripping. As a result, if a gas leak occurs or if there is a carbon monoxide build up, it often remains trapped within the building.

Early poisoning symptoms, which include dizziness, nausea and fatigue, are frequently diagnosed as flu or virus. Typically it affects infants, small children, elderly persons and anyone with existing respiratory problems first. Many local service companies, including Linn Co-op Oil Company, offer inexpensive detectors that signal the presence of carbon monoxide.

Linn Co-op also has available LP gas detectors that, when properly installed, can further enhance the safety of your home. If you have a lower level family room or bedrooms this should be a must for your family's safety. Call our office or talk to your driver/ salesman about both detectors for carbon monoxide and LP gas.

Your safety is our primary concern. In an effort to protect you and your family, we must follow our delivery and out-of-gas policies. These policies involve extra charges for special trips and a documented leak test that are now required by our insurance carrier. As per the enclosed safety bulletin, LP gas related accidents are usually a result of leaks in the LP gas system. These leaks are usually caused by inexperienced people trying to re-light their gas appliances. Fire, explosions, and personal injuries can occur just after an out of gas situation.

Accordingly, for your safety, **our trained delivery and service personnel** must re-light your pilots. **The leak check is required when you run out of gas.** The out-of-gas leak check may take several hours to perform and **you will be required to be home**. All LP gas leaks and safety deficiencies must be corrected before LP gas can be turned on. Because of the extra time and cost required on our part, there will be a charge for the required safety service. We will charge only the "Will Call" customers who disregard our "Will Call" policy and allow their propane tank to run out of gas. **The second time a "Will Call" customer runs out of gas, Linn Co-op Oil Company may refuse service and pick the tank up if it is company owned.**

We reluctantly initiate these charges, as we have always been sensitive to our customers' need to control their expense. However, we cannot allow the dangers of untrained consumers re-lighting their own pilots when an out of gas occurs. This not only puts your property and family's safety at risk, but also jeopardizes our ability to purchase liability insurance.

We strongly encourage our customers to request "A Scheduled Route" service. It not only protects you from running out of gas, it also relieves you from the responsibility of having to check your tank and call in the order. If we let you run out of gas, we provide the special delivery and the necessary safety check at no additional charge. A "**Scheduled Route**" customer is one who elects to have Linn Co-op Oil Company be responsible for filling their tank as needed.

****It is your responsibility to provide access to your tank. Keep your tank and path CLEAR of snow, debris, plants, etc.**

****It is your responsibility to provide us an **ACCURATE** and **CURRENT** percentage reading of your tank.**

Thank you for your business! We look forward to serving your
LP gas needs in the future.

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WILL CALL POLICY

A “Will Call” customer is one who elects to be responsible for calling us when in need of LP gas.

A “Will Call” customer must call at least 5 business days in advance. This is so we can add your delivery to an existing Scheduled Route. **A good time to call is when your tank is at 30%.**

A service charge of **\$150.00** will be added to your invoice if a delivery is needed before **5 business days**

A service charge of **\$150.00** will be added to your invoice if a special trip is required after hours, weekend, or on a holiday.

If you disregard our “Will Call” policy and let yourself run out of gas, the following policy will become applicable.

OUT OF GAS POLICY

If you run out of gas for any reason, our drivers must perform a documented leak check of your entire LP gas system.

You must be home at the time of delivery and a leak test must be performed. All leaks must be corrected before LP can be restored to the system.

The following charges will be applied to “Will Call” customers in an out of gas situation.

System leak check/pressure test	\$150.00 plus parts and labor to repair
Trip charge	\$150.00 minimum

These extra charges do not apply to corn drying situations.

Safety letter to our LP (Liquid Propane) customers:

Fortunately, LP has a distinct odor. In most cases it is easily detected, but it is a good idea to ask your Linn Co-op LP specialist to let you smell the gas so you will know how to identify a leak. Enclosed is a brochure on Safety and Warning for LP users. In the brochure is a scratch and sniff area to help you identify the smell of LP. Please have every member of the family try this and become familiar with the odor. If anyone in the family cannot, for some reason, detect or smell the odor, by all means you should install an LP gas detector.

LP users should also be aware of the fact that LP vapors are heavier than air. Consequently, without proper ventilation these vapors can collect in the low places, such as basements and floors. If you suspect a leak, take immediate action to ensure safety for you and your family.

CARBON MONOXIDE - Carbon monoxide is a colorless, odorless gas, which can be deadly. Carbon monoxide is produced when fossil fuels, i.e.: gasoline, kerosene, natural gas, organic coal, charcoal or wood, are burned without sufficient air. Gases can escape into the home through faulty vents. Even small holes in the vent pipes on furnaces, water heaters, and other appliances can be dangerous. Linn Co-op Oil Company recommends that you have an authorized furnace repair company inspect your furnace and all gas appliances once a year.

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2021/2022

SAFETY BULLETIN

National fire statistics show that many LP gas fires, explosions, and personal injuries occur when consumers allow their LP gas tanks to run empty and subsequently attempt to re-light their gas appliances.

WARNING: It is required that a trained professional re-light your pilot lights or perform any service.

When an out-of-gas occurs, your LP gas dealer will conduct documented safety checks according to industry recognized safety standards. You could be at risk if these safety checks are not performed. **You must be at home when the safety checks are made and all system deficiencies must be corrected before the LP gas can be turned on.** Service call fees apply.
(minimum of \$150)

WARNING: You may not be able to smell LP Gas even though there is a leak.

Purchase gas detectors and carbon monoxide detectors so your family can be alerted to a LP Gas leak or carbon monoxide problem. These are available at our main office in Marion, or ask your driver.

The safest method for LP Gas delivery is to never run out of gas. Have your LP gas system's safety checked at least once every five years.

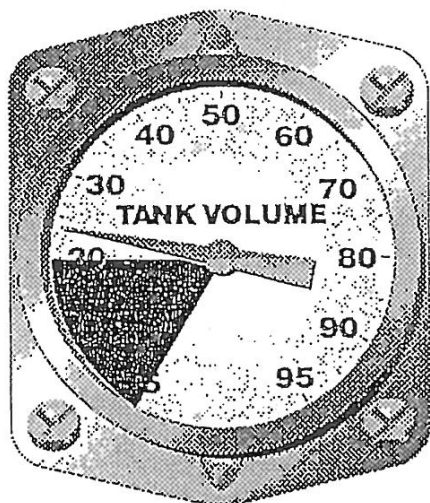
**Work with your
LP Gas dealer to keep your system fueled at all times.**

Give us a call!
(319) 377-4881

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How to read your propane tank gauge

IF GAUGE READS	NUMBER OF GALLONS REMAINING			
	120-GAL. TANK	250-GAL. TANK	500-GAL. TANK	1000-GAL. TANK
80%	96	200	400	800
70%	84	175	350	700
60%	72	150	300	600
50%	60	125	250	500
40%	48	100	200	400
30%	36	75	150	300
IF GAUGE READS LESS THAN 25% ORDER GAS NOW!				
20%	24	50	100	200
10%	12	25	50	100



Numbers indicate the percentage of gas remaining in the tank.

Look at the gauge attached to the tank with numbers from 5 to 95.

(Don't confuse it with the pressure gauge, with numbers from 0 to 300.)