

# 2023/2024 PROPANE SAFETY INFORMATION

## PLEASE READ

### OUR POLICIES HAVE CHANGED

### Propane Safety

Enclosed with your contract packet is a brochure explaining the safety procedures for Propane (LP) Gas.  
Please review this information with your whole family.

### Linn Co-op Propane Policies

#### Minimum Delivery

Linn Co-op has a minimum delivery of 300 gallons.

#### Will Call

Going off route is time consuming and costly therefore raising prices for all customers. To help us avoid these costs, we ask that you give your driver ample time to add you to their route. **Please notify us when your tank is at least 25%.** If you need gallons delivered before 3 business days, then an Off Route Fee is applied.

#### Out Of Gas

Running out of gas or causing a stop in service is a potentially dangerous situation.

If your tank runs out, we ask that you **shut the valve off** and call for service.

The following must occur to restart service and deliver LP gas

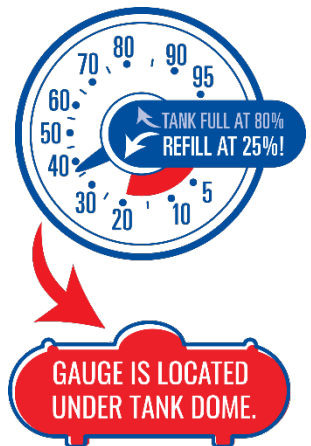
1. Our certified techs or driver must perform a system check.
2. In order to perform this check, we need access to your home or building. Homeowners or approved adult (adult child, neighbor, etc.) must be present to let us in.
3. Must pass system check before delivery can be made. If it does not, repairs by a certified professional must be completed and another system check must be done.
4. Our qualified professionals will relight your pilot lights
5. You will be charged a system check fee.

#### Service Fees

These do not apply to customers on a scheduled route with current accounts.

Off Route Fee- \$150.00

System Check- \$150.00



**We ask that our Will Call customers give us an accurate and current percentage when ordering LP gas.**

**Customers are responsible for providing a clear path to the tank. Please keep tank free of plants, weeds, pests, and deep snow.**

Thank you for your business! We look forward to serving your LP gas needs!