



# News AND Views

## Thank you for Relying On Us

As an appreciated customer of United Cooperative, we value your safety and well-being above all else. United Cooperative provides information annually to our LP customers about the safe and responsible way to use propane as an energy source, and this Propane Safety Edition of News and Views serves as that resource.

Propane is an excellent energy source for your home — both inside and out. This clean-burning energy source delivers uncompromised comfort and value. Homeowners can count on this environmentally friendly, low-carbon fuel to meet their energy needs, even when the electrical grid is down.

At United Cooperative, safety is a top priority and we are dedicated to helping you protect your family, your property, and creating a safe workplace for our employees. We appreciate the trust you have in us to provide you with a safe, worry-free heating option.

At this time of year, you may not be thinking about propane, but now is the perfect opportunity to assess your equipment and make any upgrades necessary to insure your system is up to code and in tip-top shape. As a commitment to your safety, United Cooperative encourages leak checks to be performed periodically, anytime there is an interruption in service, or a gas appliance is added or removed from your gas system, so call today.

The most recent winter brought average temperatures but saw higher demand for propane because Asia had a cold snap during the La Niña weather cycle last year. As a result, the demand from Asian countries for U.S.-supplied LP increased, with more than half of America's propane suddenly getting a passport to places like Japan, China, and South Korea.

Much like propane saw an increase in demand and pricing, the cost of goods and services, overall saw substantial gains. In the propane world, these increases impacted steel, copper, brass, and plastics. These products are all used as functioning components in your propane system. In addition to raw goods, obtaining and retaining properly qualified employees has become an even bigger and costly challenge. All things combined; this creates a substantial increase in cost for the ways we can operate.

United Cooperative works diligently to control these costs. Risk management practices and a greater buying power, through the cooperative system, are tactics we utilize to control cost and inventory while keeping your family safe and warm during a harsh Wisconsin winter. Ultimately, it is still our goal to provide a safe environment for all parties involved.

Please don't wait until there is a problem with your propane system. The United Cooperative team would like to work with you during this time to discuss safety updates and general maintenance of your setup.

Again, your safety and well-being is a top priority. Please take the time to review this newsletter, safety brochure and contact us at 800-924-2991, if you have any questions or concerns.

Sincerely,

Your United Cooperative Energy Team

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### Energy Directory

For emergencies call: 800-924-2991

Corporate Office.....	920-887-1756
Deerfield.....	608-764-5454
Denmark.....	920-863-2171
Greenville.....	920-757-6556
Hartford.....	262-673-8960
Hillsboro.....	608-489-2231
Mayville.....	920-387-2410
Pickett.....	920-589-2311
Pulaski.....	920-822-3235
Reedsburg.....	608-524-2822
Shawano.....	715-526-6115

## Fuel Oil and Propane Delivery Policy

Thank you for taking the time to read through our delivery policy. These policies ensure that we are able to efficiently and effectively take care of all of our customers.

**Scheduled Delivery Customers:** This option is for tank sizes of 325 gallons or larger, or on properties with multiple tanks. Please understand scheduled delivery is not a true monitor system, United Cooperative is estimating your tank level through degree days and appliance information. Physically checking your tank level periodically is strongly recommended. Scheduled Delivery is **NOT** available for all customers.

The following do **NOT** qualify for Scheduled Delivery:

- Summer homes
- Cabins
- Camp sites
- Alternative Fuels (wood, pellets, geothermal, etc.)
- Garages, etc.

These are very sporadic with usage and it distorts factors used on the current routing system. EZ Gas Customers also do not qualify.

**Will-Call Customers:** A customer must give a two business day notice prior to the scheduled route day when requesting a delivery.

- Delivery within two business days of assigned route day
  - Before 3 p.m.: \$150 + Tax
  - After 3 p.m. on weekdays: \$250 + Tax
  - On weekends or holidays: \$250 + Tax

**Cash On Delivery (COD) Customers:** Payment must be made before or at time of delivery.

**Access Requirements:** United Cooperative reserves the right to enter your property without prior notice for deliveries of propane, spot checking equipment, servicing, or removal of leased equipment. You agree to provide United Cooperative with safe and unimpeded access to the propane distribution system and related equipment on your property, including but not limited to, access free of ice, snow, water, foliage of any kind and other hazards. Driveways must be safe and able to withstand the delivery or servicing of leased equipment onsite. Please mark and identify the location of septic systems, gutter downspouts, leach pits, underground ponds and similar underground features. United Cooperative is not responsible for unforeseen damages during scheduled, will-call deliveries, or service work.

## Propane Tank System Lease Policy

**Maintenance and Service:** According to Section 3 of the System Lease, customers are prohibited from performing any repairs to their leased tank. Any tank repairs must be performed by a CETP certified United Cooperative employee. Any repairs or changes to other parts of the propane system must be performed by a qualified technician. The customer may paint their leased tank only with the expressed permission of United Cooperative management. If your tank is in need of maintenance please call United Cooperative at 800-924-2991.

**Propane tank lease fee:** Tank lease fees are billed annually to your account unless paid at the time of contracting.

### Minimum Deliveries:

#### Propane

123 gallon tank	All tanks – Filled to 80%
250 gallon tank	All tanks – Filled to 80%
325 gallon tank	All tanks – Filled to 80%
500 gallon tank	All tanks – 225 gallons
1000 gallon tank	Leased tank–450 gallons

**Fuel Oil** All tanks – 200 gallons

**When your tank reaches 20%-30% you should call for a delivery on:**

If your route day is:	Call on or before:
Monday.....	Thursday the week before
Tuesday.....	Friday the week before
Wednesday.....	Monday
Thursday.....	Tuesday
Friday.....	Wednesday

Please contact your Local Energy Office to confirm your current route day for the upcoming heating season.

## Out of Propane Policy

United Cooperative's policy for servicing customers who run out of propane is as follows:

When a customer unexpectedly runs out of propane, an unsafe situation for both the customer and our delivery personnel can occur.

United Cooperative's insurance provider requires that the customer or someone over the age of 18 is at home so United Cooperative delivery personnel can check the entire gas system for leaks and light all pilots. If our driver arrives and no one is home, he will not put any gas in the tank. The return trip will result in an additional charge. If a customer is on a will-call service and allows their propane tank to run out of gas three times, United Cooperative will require they find another supplier.

**Customers on a Scheduled Delivery will not be charged for out-of-gas conditions. All other customers are subject to the charges according to the Fuel Oil and Propane Delivery Policy for out-of-gas conditions.**

**THESE FEES ARE DUE AT THE TIME OF DELIVERY AND DO NOT INCLUDE CHARGES TO REPAIR A LEAK IF FOUND.**

**Interruption of Service:** National Fire Protection Association (NFPA) Code 8.2.3 requires a leak test to be performed following any changes to your system. This is known as an "interruption of service" and leak tests will prevent any propane-related accidents from happening to you, your family, or your property.

### Wisconsin Container Law

United Cooperative leased propane tanks fall under Wisconsin Statute 101.16 (4) (b), which states that the only person or entity that may authorize the filling of a propane tank, is the owner of that tank. In other words, only United Cooperative can fill United Cooperative owned tanks.

## If you experience an out of gas situation:



1. Shut off all appliance valves
2. Close service valve on the propane tank
3. Call United Cooperative immediately at **800-924-2991**, follow the prompts to insure fast service.

- **Press 1** if you are in the Beaver Dam, Mayville, Poynette, or Montello area.
- **Press 2** if you are in the Deerfield, Hartford, Johnson Creek, or Watertown area.
- **Press 3** if you are in the Baraboo, Reedsburg, Sauk City, or Wisconsin Dells area.
- **Press 4** if you are in the Hillsboro, Richland Center, Ontario, or Wilton area.
- **Press 5** if you are in the Gresham, Denmark, Pulaski, or Shawano area.
- **Press 6** if you are in the Pickett or Greenville area.

Please note these menu options are subject to change at any time.





## If You Smell Gas:

**\*Please take a minute and use the scratch and sniff brochure to be sure you can smell propane.**

- 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 United Cooperative right away at 800-924-2991. If you can't reach us immediately, call 911 or your local fire department.
- 5. DO NOT RETURN TO THE BUILDING OR AREA** until United Cooperative or emergency responders determine that it is safe to do so.
- 6. GET YOUR SYSTEM CHECKED.** Before you attempt to use any of your propane appliances, United Cooperative must check your entire system to ensure that it is leak-free.

## Safety Tests and Equipment

**1. Leak test:** Your heating system should be leak tested periodically, and/or any time you experience the following; have an interruption of service, add or eliminate gas appliances, or any time you alter the system. A scheduled, non-emergency leak test can be completed when a United Cooperative energy service technician is in your area for only \$75. Needed repairs will be brought to your attention and billed on a time and material basis. However, a service call is \$150 and an emergency call is \$250. Avoid the extra charges, and have your system checked regularly.

**2. Regulator upgrade:** The gas regulator on your house is a vital component of your gas system, and like any mechanical device, it can wear out over time. Manufacturers and insurance companies alike recommend replacement of these regulators every 15 years. If your regulator is more than 15 years old, or you are unsure of the installation date, call us to have it replaced. Give yourself peace of mind and call United Cooperative today to upgrade your regulator.

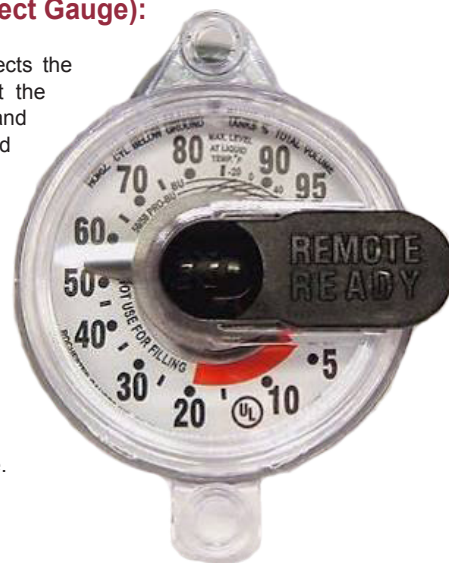
**3. Line location:** If you plan on doing any digging near your propane line, have us mark it before you dig. This will help prevent accidentally cutting your line and causing a potentially hazardous situation and a costly repair bill. Line location is only \$25 plus tax if you give us at least four business days notice. BE SAFE, CALL BEFORE YOU DIG.

**4. Cathodic Protection:** If you own an underground propane tank, due to changes in regulations, the cathodic protection system protecting the underground propane tank should be tested to ensure it is functioning properly. Please contact our Energy department for more details.

**If you have converted from fuel oil to propane, please note that the tank and all connected piping, including the vent and fill piping, shall be emptied, cleaned and removed from the premises as required by Wisconsin law. (ATCP 93.315)**

## How to Read Your Tank Gauge (The Correct Gauge):

Most propane tanks have a dome or cover that protects the valves, regulator, and gauges from the weather. Lift the dome. (In the summer months be careful. Wasps and hornets like to build nests under the dome.) You should see one or two gauges. If you see only one gauge (like the one right), it is likely your liquid level gauge. If you see two gauges, one of them is your liquid level gauge and the other is a pressure gauge that will say "PSI" somewhere on the dial. The level of the tank will change with temperature. In cold weather, the tank level will read lower than it will during warm weather, even though it has the same number of gallons in the tank. Customers may perceive they have a leak if they check the tank in the afternoon of one day, and then recheck the morning of the next day, as the tank levels may be different, depending on the temperature change.



**Don't Forget!**  
**Send in your 2021-2022 Contract.**

## Want to be in charge of your propane but don't like commitment?

### Then our EZ Gas Program is for you!

Below are just some of the benefits of becoming an EZ Gas Customer.

- 1. Don't need to worry about an unexpected bill:** Pay for your delivery right away by dropping a payment off at one of our offices or pay with a credit/debit card over the phone.
- 2. Be in charge of your deliveries:** Customers will be on a will-call status where you can monitor your tank & call in for a delivery when your tank reaches 20%-30%.
- 3. EZ Gas plan:** Customer can put money on account anytime they want to build credit toward your next delivery. You will pay the difference in account balance and delivery amount when placing an order. No administration fees will be applied to the bill.
- 4. EZ Lock:** Save time and money with EZ Lock by locking in your price for the whole heating season. Contact an Energy Sales Specialist for details.
- 5. No Long-Term Commitment:** Pay for tank installation up front and not be locked into a 5 year commitment to United Cooperative.
- 6. No Hidden Fees:** United Cooperative does not charge any hazmat, delivery or surcharges when propane is ordered within 48 hours of your scheduled route day.

Talk to a United Cooperative Energy Sales Specialist in your area about becoming a United Cooperative EZ Gas Customer.



N7160 Raceway Road  
Beaver Dam, WI 53916

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## Thinking about getting new propane appliances?

Getting new appliances can be exciting, but if any of them run on propane, replacing them causes an interruption of service to your propane system.

The National Fire Protection Association (NFPA) Code 8.2.3 requires a leak test to be performed following any changes to your system. This is known as an "interruption of service" and leak tests will prevent any propane-related accidents from happening to you, your family, or your property.



Propane customers of United Cooperative shall notify United Cooperative anytime an interruption of their propane gas system occurs. New customers, change of ownership or tenancy and/or any interruption in the operation of the propane gas system to include an Out-of-Gas condition requires the performance of a leak test prior to system being placed back into service. A responsible adult must be present at time of service so that the propane system may be placed back into operation by a qualified technician.

Note: This includes but is not limited to replacing or installing gas appliances, changing the gas piping and/or any equipment from the appliance(s) to the propane tank (propane system) to include any work that is performed which results in the interruption of the operation of the propane system in-part or its entirety.

Any planned interruption in the operation of the propane gas system requires the customer to provide at least seven (7) days notice prior to the event. Additionally; notification must be given no later than twenty-four (24) hours after a completed repair or servicing of the propane system in the case of an emergency. To provide notice or report an interruption of service call 800-924-2991.

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## Are you selling your home?

If you're selling your propane-powered home, keep in mind that an educated buyer is going to ask questions like these, so get that paperwork together! Anticipating the needs of your buyer (in our experience) will put you ahead of the pack when the time comes, and who doesn't want that?

### Who owns the tank?

It's important to disclose who owns the propane tank because "I just bought the house, so yes, I own the tank..." is the response we often get from new homeowners. We know that it normally makes sense that they purchased the house, so they must own the propane tank on that property as well. However, with propane, that's not how it necessarily works, the tank on property was being leased to the previous homeowners by a propane supplier like United Cooperative.

### Who can fill the tank?

If a customer leases a tank from a company, no other company can fill that tank. The only company that can fill a leased tank is that company that owns it (and is leasing it out). Which is why it is so important to disclose who you lease it from.

### How big is the tank?

Home propane tanks range in size from 120 to over 1,000 gallons. Be sure to let the new owners know what size the tank is so that you know how often you'll be in need of a refill.

## Refer a new customer, earn \$50

With each referral, United Cooperative will give both the current and new propane customers a \$50 United Cooperative Gift Certificate. When you refer others to United Cooperative, you are letting us know that our reliable service is something to be communicated, so we want to thank you for your loyalty and thank our new customers for their trust.

*Referred customers must lease a tank from United Cooperative to obtain eligibility for both the referrer and referee. Contact our Energy Sales team to find out more details.*

