

July 2022

Dear Propane Home Heating Customers;

Farmers Coop Association wants you to know that we are concerned about propane safety. As your propane supplier ensuring the safety of you and your family is our greatest concern. Propane when used properly is a safe, cost-effective, clean burning, convenient and efficient energy. As with other fuel types it is extremely important to respect, understand and know how to safely use your propane system.

The State Legislature has adopted the National Fire Protection Association's standards 54 and 58 as the guideline for retailers of home-heating propane within the state. The State Fire Marshal requires, that all service and delivery of home-heating propane be done so under the standards of these two guidelines.

It has been reported to us by our insurance company that most home-heating propane problems result from "interruptions of service" incurred by propane heating customers. State law requires that when an "interruption of service" occurs, the complete piping system must be checked for leaks. Therefore, our goal will be to target "zero interruptions of service" for future home-heating propane deliveries.

This goal can be achieved by two methods. One is for our drivers to keep a close watch on customer tanks on a regular basis and ensure that they do not run out of propane. ("Auto-fill") The other is for the customer's themselves to keep a close watch on their gauges and notify us when they are running low on propane. These two steps should guarantee that outages will not occur. We encourage all of our customers to be on the driver's "Auto-fill" delivery list.

It is our company policy that all new customers, tenant changes, and any interruptions of service have a leak test performed on the system. A responsible adult who has access to the home must be present when this test is conducted. If the customer is not home when the driver arrives, he will not leave propane. After a leak test has been performed the driver will put the system back into service by lighting all pilot lights before he leaves. If deficiencies in the customer's system are found, the system will be locked out and red tagged and there will be no delivery of propane until the deficiencies are corrected.

Rental owners must contact us whenever they have a tenant change so we can perform a safety inspection on the system, deliver safety information to the new tenant and perform a leak test on the system. Furthermore, it is very important you contact us whenever you make changes to your propane system and appliances. This applies to any and all work you perform or work that you authorize someone else to perform. We need to be aware of these changes so we can come out and inspect the system to ensure that it has been done correctly and perform a leak test to ensure that there are not any leaks.

When propane is delivered, our drivers will be checking to see if the manufacturing date of your pressure regulator is outside the manufacturer's recommended limit. Any discrepancies the driver finds will be brought to your attention and he will schedule a time to fix the discrepancies.

Included in this mailing, is an "Important Propane Safety Information" brochure. We ask that all members of your family and people living in your home read this brochure. We also ask that you retain this brochure in the event of an emergency. If you do not understand the information in this brochure or have questions regarding the content please contact us immediately so that we can answer any questions you might have. It is imperative that all members of your family and those living in your home understand the properties and characteristics of propane; the hazards and risks associated with the handling and use of propane; the appropriate methods for safely using propane; and what to do in the event of a propane leak.

If you cannot detect the smell of the odorant in propane or if you wish to have one, we have gas detectors available for you to purchase and use in your home.

Thank you for your assistance. Together, we can make "propane safety" a common goal. Please contact your energy service professional with any questions. Thank you for your patronage.

Best regards,

Farmers Coop Association

