

## PROPANE COMPANY POLICY

- Country Partners Coop will not deliver to any propane installation that does not comply with NFPA 54 and NFPA 58 or state and local fire and building codes.
- All new propane customers who wish credit with Country Partners Coop must fill out a credit application and be approved by our credit department.
- All new propane customers must have a leak test done on their tank and piping system. This must be completed prior to delivery to the system.
- Country Partners Coop strongly encourages all customers to be on our **Keep Full** list. This is to allow the Coop to run routes within our company and to ensure that no one runs out of propane. If a customer on the **Keep Full** list runs out of propane the driver will do the leak test on the system at no charge to the customer. Customers must keep their account current to remain on the **Keep Full** list. Customers who do not adhere to the credit policy will be taken off of the Keep Full list and will be required to pay in cash. If a customer wishes to be on the **Keep Full** list there will be a minimum delivery of 250 gallons. If the delivery is less than 250 gallons the customer may be assessed a \$50.00 delivery charge. They must allow a minimum of 24-hour notice for delivery. Leak tests are required on all new customers systems and tenant changes. Leak test are also required anytime there is an interruption of service.

### **Leak tests service charges:**

\$40.00 minimum for the first hour plus \$40.00 per hour for any additional time  
\$50.00 minimum for the first hour plus \$50.00 per hour for any additional time if other than normal working hours of 8:00 a.m. to 5:00 p.m. - Monday through Friday or Saturday 8:00 a.m. to 11:00 a.m.

### **“Out of gas” procedure:**

- All “out of gas” calls or leaks must be directed to the Cedar Rapids Service Station at 308-358-0660 or 888-368-0250.
- A leak test on the system must be performed. If a leak is found in the system, the tank will not be filled. The system should be RED TAGGED until repairs are made. The tank will not be filled if the customer is not home. The system can not be put back into service unless the customer is home. The customer can not put the system back into service. If the customer refuses to allow a leak check and system inspection delivery will be refused.
- All “out of gas” calls and leak tests must be fully documented.
- Due to law and insurance recommendations the Coop will replace regulators according to manufacturer’s recommendations and will inform

the client that this cost will be theirs and that it is mandatory it be done or delivery cannot be made.

- A customer file must be kept on all home heating customers to document all inspections, work performed at the site and any leaks or outages.

**If a customer notifies the Coop that they hear or smell gas leaking, advise them to immediately get out of the house. Advise them to eliminate and prevent all sources of ignition (including the use of matches and the operation of electrical switches) and to evacuate the structure to a safe distance. Once they have everyone outside, they should turn off the service valve(s) on the propane supply container(s). A certified technician should be dispatched to the premises immediately. Advise them not to allow anyone except qualified gas professionals or fire service personnel to enter the building until a complete inspection has determined if there is a leak, and if so, that the leak is repaired.**

**Please visit [www.propanemarc.com](http://www.propanemarc.com), for additional information.**