



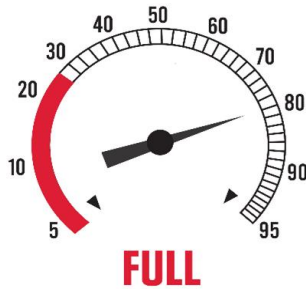
Salley's Propane

Important Propane Safety Information

Because We Want Well-Informed Customers

Out-Of-Gas Policy

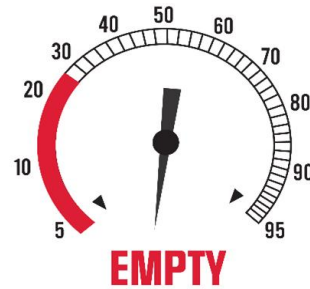
To comply with Federal & State requirements this is to inform you of our policy for servicing customers who run out of gas. If your tank runs out of gas we are obligated to perform an "Out-Of-Gas" leak test. It is imperative that you are at home so we can check the entire gas system for leaks. If we arrive and no one is home, and find your tank is empty, WE WILL NOT FILL YOUR TANK. The driver will leave a note, instructing you to call us to schedule another appointment. Customers out of gas on "Will Call" will be charged a service charge to perform the leak test.



When gauge reads 80% your tank is considered full. Check periodically until it is time to place a refill order.



When gauge reads 25%, you are due for a propane delivery to avoid running your tank empty.



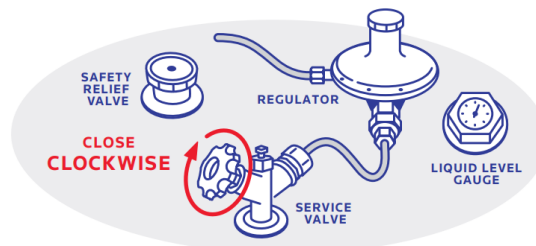
Do not let your tank get this low. At this point, a leak test must be performed, and "Out of Gas" and "Same Day Delivery" fees may occur.

What Does Propane Smell Like?

Propane has a foul odor that has been compared to garbage, sewage, a skunk's spray, or a dead animal. Propane manufacturers add the smell deliberately to help alert customers to propane leaks, which can create a safety hazard.

If You Smell Gas or Suspect a Gas Leak

- 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 AT THE TANK!** 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.** Once you are safely away from the gas leak, call your propane retailer right away. If you cannot reach your propane retailer, call 911 or your local fire department.
- 5) **DO NOT RETURN TO THE BUILDING OR AREA.** Wait until your propane retailer, emergency responder, or qualified professional determines that it is safe to do so.
- 6) **GET YOUR PROPANE SYSTEM CHECKED.** Before you attempt to use any of your propane appliances, you must have your entire propane system checked by your propane retailer or a qualified professional to ensure that it is leak-free.



“Any interruption in gas service, whether from running out of gas or any time the container service valve is closed, requires a leak check to ensure safe operation of the system. This precaution is mandated by both state and national safety codes.” -NFPA 54

Duty to Inform

Missouri state law limits the liability of propane companies when customers do not disclose certain repairs, installation, modification or servicing of propane equipment. You are an important Partner in Safety- along with your propane service technician- so remember your Duty to Inform.

If you add or remove gas appliances, repair or service existing gas piping or otherwise modify your propane gas system and components, you should always remember to notify your propane supplier immediately.

Accidents can occur when an appliance is removed and the line is not capped securely, or when repairs or installations are not performed properly. Changing appliances may also affect your annual gas usage, which is critical in scheduling deliveries. Let your propane supplier perform an inspection to ensure the safe, efficient operation of your appliances and piping system.

Notify your propane company when moving in or out of a residence so they can inspect the propane system and cap any unused appliance gas lines.

Carbon Monoxide and Your Safety

Carbon Monoxide can be a by-product of improper combustion of a gas appliance. You cannot taste or smell carbon monoxide, but it is a very dangerous gas produced when any fuel burns. Carbon monoxide can make you dizzy or sick. In extreme cases, it can cause brain damage or death.

Symptoms of carbon monoxide poisoning include:

- 1) Fatigue
- 2) Headache
- 3) Dizziness
- 4) Shortness of Breath
- 5) Nausea

If you suspect Carbon Monoxide is present, act immediately!

If you or a family member shows physical symptoms of carbon monoxide poisoning, get everyone out of the building and call 911 or your local fire department. If it is safe to do so, open windows to allow entry of fresh air, and turn off any appliances you suspect may be releasing carbon monoxide. If no one has physical symptoms of carbon monoxide poisoning, but you suspect carbon monoxide is present, contact a qualified HVAC professional to ensure your appliances are working properly.

Lighting Pilot Lights

A pilot light is a small, constantly burning flame inside some appliances. It's an important safety feature that ignites the main burner when needed. A pilot light that repeatedly goes out or is difficult to light may be signaling that there is a problem with the appliance or with your propane system. It is strongly recommended that a qualified professional light any pilot light that has gone out. Contact a qualified professional to evaluate the appliance. **Accidents and serious injuries can occur when customers attempt to fix a pilot light problem on their own.**

If you attempt to light a pilot light yourself, you are taking the risk of starting a fire or an explosion. Many serious injuries occur when people attempt to light pilot lights. If you choose to light your pilot lights, proceed with great caution and follow these rules:

Carefully follow all of the manufacturer's instructions and warnings concerning the appliance.	DO NOT try to light pilot lights in any area where other odors may make it difficult for you to detect the smell of a propane leak.
If the appliance is in a basement or closed room, thoroughly ventilate the area before lighting the pilot.	DO NOT light the pilot if a musty or damp smell persists. These conditions can mask the smell of propane.
DO NOT smoke or have any source of ignition (such as flames or spark-producing materials) in the area before lighting the pilot.	DO NOT apply force or use tools on the pilot light or its control. This could cause damage that leads to gas leakage. Use only your hands to operate knobs, switches, or buttons.
IF YOU SMELL GAS, DO NOT ATTEMPT TO LIGHT THE PILOT LIGHT.	DO NOT attempt to let air out of gas lines by opening a valve or fitting inside a building or enclosed space. You may release gas not be able to smell it.
DO NOT allow any extra or unnecessary people (especially children) to remain in the room or area of the building where you are lighting a pilot.	DO NOT apply oil to a sticky knob or button on a gas control valve. Oil can cause the control mechanism to stick and malfunction.

Contact us at 816-690-4928 anytime you have questions. Please visit www.SalleysPropane.com to review in-depth safety information and safety videos including "Safe Handling of Small Propane Cylinders" and "How to Read a Tank Gauge."