

Barron Farmers Union

OUT OF GAS POLICY

Dear Propane Customer:

In keeping with National Fire Protection Association regulations and insurance requirements, we have implemented a new policy for servicing customers who run out of gas, effective immediately. This letter outlines the details of the policy.

Industry statistics prove that the majority of propane accidents and injuries occur as a result of out-of-gas situations. Unfortunately there may be times when you unexpectedly run out of gas, creating an unsafe condition for both you and our delivery personnel, especially if this happens at night. In order to provide you the best possible service, maximize efficiency and minimize operating costs, our drivers operate on scheduled delivery routes. Customers who run out of gas may experience a long wait before our driver may be able to get gas to their location.

If you experience an out of gas situation you should:

1. Close the service valve on the propane tank.
2. Shut off all appliance valves.
3. Call your propane supplier immediately.

**It is imperative that you are home so we can check the entire gas system for leaks and re-light all pilots.** If our delivery driver arrives and no one is home, **he will not put any gas in the tank.** This is a National Fire Protection Association regulation. The return trip will result in an additional charge. If you are out of gas three times in a heating season, we will request that you find another supplier. We do not want you, any one in your family, or any of our employees to become a statistic.

Out of Route Delivery Charge Rate Increase Effective Monday February 13th, 2006

Out of Route Delivery ~ \$50.00 + Tax \$52.75

Nights, Weekends & Holidays ~ \$100.00 + Tax \$105.50

~ \$65.00 for an out-of-gas system pressure and leak test.

Any costs to repair a leak if found, are not included in these prices. COD accounts are due at the time of delivery.

**Thank You for your cooperation in these very important matters.**