



S.A.F.E. Gas Customer Awareness

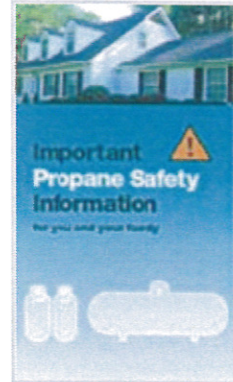
Safety Awareness in Family Environment for LP Gas

Make time for safety!!

Safety.... It's up to you! Propane is a safe, reliable fuel. Like any other fuels, however, it is flammable. That means it can be dangerous if not handled properly. Remember, in order to protect you, your family, and others, you must be aware of (and respect) the normal, everyday hazards around you. Propane is no exception.

We have included important safety materials that you and your family should read and understand. If you, or any member of your household, cannot smell the distinctive propane odor from the scratch "n" sniff in the brochure enclosed, we recommend that you purchase a propane gas detector.

The enclosed brochure (**Important Propane Safety Information**) will increase your understanding of how to use your propane system safely. Read it now and make certain your family and friends are familiar with the "If You Smell Gas" information.



Heartland Co-op cares about you too

Here at Heartland Co-op, your safety and the safety of your family is the utmost importance. We encourage that if you have any questions or problems that you call any of our HUB locations for help.

Alleman	(515) 964-4850 or (866) 613-0094
Belle Plaine	(319) 444-2154 or (800) 328-2667
Grundy Center	(319) 824-5466 or (800) 319-7775
Jewell	(515) 827-5431 or (800) 728-0017
Waukee	(515) 987-4511 or (866) 616-8495

*** We would like you to keep this newsletter for future references for your propane needs.

After hours Propane Emergency Number 1-888-588-7535

Please use this number ONLY if you are out of gas or have a propane leak that occurs either on a weekend, holiday or after 5:00 pm on a weekday. This is an emergency number ONLY and not for ordering LP Gas.

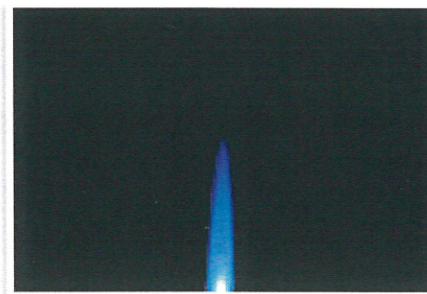


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What is Propane?

In its natural state, propane is an odorless and colorless gas that is widely used to fuel appliances for heating, cooking and other uses. While propane is used as a gas for fueling appliances, it is transported and stored as a liquid under high pressure in specially designed containers referred to either as tanks or cylinders. When liquid propane changes into a gas vapor, it expands in volume by about 270 times, meaning that propane is very economical to store and transport as a liquid rather than as a gas vapor. However, this characteristic also means that even a small leak of liquid propane can result in a much larger quantity of propane vapor, which can be especially dangerous in a confined space.

Similar to any other flammable gas or flammable liquid, propane is very safe when stored and handled properly. However, if propane is not properly and safely stored and handled, it can cause property damage, injuries, or even death. For this reason, it is important for the safety of the members of your household that they have a thorough understanding of the properties and characteristics of propane, and the hazards and risks associated with its use. Contact your local propane HUB with questions that you have about propane.



Properties and Characteristics of Propane

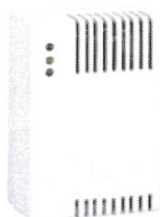
- In its natural state, propane is an odorless and colorless gas.
- A chemical odorant has been added to propane to give it a distinct smell.
- Propane is stored as a liquid under pressure in tanks and cylinders.
- In most residential applications, propane is used as a vapor.
- If propane comes in contact with your skin, it can result in frost burns.
- Concentrations of propane may cause flash fires or explosions.
- Propane vapor is heavier than air, and it may collect initially at floor levels or in other low areas before it begins to dissipate; therefore, to check for the presence of propane, carefully smell all over a room, especially in low spots.
- Even a slight gas odor may signal a serious propane gas leak, and you should take immediate action if you smell gas or suspect a leak.
- Consult your propane HUB for detailed information about using propane safely.

S.A.F.E. Gas Check

Propane systems are like any other mechanical systems, it needs a periodic **check up**. Maintenance of your propane system will minimize the risk of costly leaks and/or explosions. If you have not had a **Certified Propane Service Technician** do a check of your propane system in the last 5 years it would be good safe idea to do one now. Many of the systems we check have 1 or more propane leaks that can be found anywhere in the system: regulators, lines, fittings, or your appliances. Please call your closest LP HUB location to schedule a check up soon.

Propane Gas Detectors

We think another good safety function is installing a propane gas detector(s) in your home. Propane gas detectors are designed to sound an alarm if they sense the presence of propane. Their operation does not depend on the concentration of odorant in the air, just the propane concentration at the detector. We recommend that you consider installing one or more propane gas detectors. This is important if you or others in your home have difficulty smelling propane, or if appliances are in little-used areas in your home where the smell of propane might not be detected. Detectors can provide an additional measure of security. Just call one of our LP Hub locations, listed on the front page for more details.



Don't Get Caught OUT OF GAS

You've learned to keep a close eye on your car's gas gauge. Running out of gasoline is not just an inconvenience. It could place you and your loved ones at risk. You watch the gauge and fill your tank to avoid being stranded. Watching the gauge change on your LP tank is just as important.

We're here to help....

As your propane supplier we want to make sure that you always have all the heat you need and plenty of hot water. That means making sure that you never run out of propane. You can avoid the inconvenience and cost of an out-of-gas call. Tips for reading the percentage gauge (see figure included here) under the hood on your propane tank have been included. Look at the gauge attached to the tank with numbers from 5 to 95. (Don't be confused by the pressure gauge with numbers from 0 to 300.) Numbers indicate the percentage of gas in the tank. Just remember to call us and have your tank filled before it reaches the 20 % level. Or better yet, have your account placed on the Automatic Fuel Delivery Program. That way, we will make sure your propane tank is filled year-round.



Propane Delivery Policy

Heartland Co-op is in business to serve our propane customers. Most of our home heating customers are on an Automatic Fuel Delivery Program. The Automatic Fuel Delivery Program allows us to deliver fuel in an efficient manner. Our propane price reflects scheduled deliveries. Heartland Co-op values your business and we are here to serve you. Should you have any questions regarding our delivery policy or your account, please feel free to contact us.

AUTOMATIC FUEL DELIVERY

Automatic Fuel Delivery customers will not be charged for a delivery/trip charge if you run out of gas. It is our responsibility to keep propane in your tank.

If you are not on our Automatic Fuel Delivery program and choose to call us when you need propane you must follow these guidelines or pay a delivery charge:

- 48 hours advance delivery notice (If order is made on Saturday or Sunday allow 48 hours starting Monday)
- Minimum delivery of 300 gallons

PROPANE DELIVERIES TO CUSTOMERS WITHOUT A CHARGE ACCOUNT

- Payment in our office 48 hours prior to estimated delivery time or arrangements made at time of order.
 1. If the payment is not there when we attempt to make delivery (regardless of when we show up to make the delivery) we will not return and our LP relationship is severed. If Heartland Co-op owns the tank, we will make plans to pick it up.
 2. If a check was given as payment and it is bad (NSF), we will retrieve the propane from the tank, if Heartland Co-op owns the tank, we will make plans to pick it up.
- Requests for delivery of propane without a 48 hour delivery notice, delivery on weekends or less than a 300 gallon delivery will pay a delivery/trip charge.
- We would encourage you to either pay ahead of time or to build a credit balance by putting a certain amount of money on your account each month to place towards your propane purchases, helping you better understand the costs of summer fill and winter heating.



PROPANE OUTAGES

If a non Automatic Fuel Delivery (Will Call) customer runs out of gas, he/she will be subject to additional charges for the service call and the leak check performed by our service technician.

How does propane get to your house?

It is important to become familiar with the parts of your propane system so that you can take quick and appropriate action in case of a leak or other emergency. The illustration at the bottom of the page shows a typical home propane system.

Propane is delivered to your home as a liquid and is pumped into a specially designed storage tank (A). The liquid changes to gas before it leaves the tank. Propane tanks are typically painted white or silver to reflect heat and prevent the pressure inside the tank from getting too high.

If you have an underground tank, only the cover (B) will be visible above ground.

The cover on top of the tank protects several components from weather and physical damage, including:

- The tank shut-off valve (C), which you can close to stop the flow of propane to your home in case of a leak or other emergency.
- The regulator (D), which controls the pressure of the propane gas coming out of the tank.
- The safety relief valve (E), which will pop open automatically if the pressure inside the tank gets too high. The valve will close again when the pressure returns to normal.
- The tank gauge (F), which shows the percentage of propane in the tank.

Propane flows from your tank to your home through pipes (G), most of which run underground.

You may also have a secondary pressure regulator (H) on an outside wall of your home to further adjust gas pressure.

A shut-off valve (I) in each pipe can be closed to stop gas flow to an individual appliance.

An appliance connector (J) is the final segment in the gas piping system. This specially designed flexible tube—typically 2 or 3 feet long—carries gas from a pipe to the back of an appliance (K).

