



www.heritagecooperative.com
energy@heritagecooperative.com

Heritage Cooperative, Inc
304 Bloomfield Avenue
Urbana, OH 43078

1-800-424-2584	Cathie	Urbana
937-652-2135	Kim	Ext. 621
	Julie	Ext. 651
1-800-323-6841		Ext. 623
		Kenton

December 6, 2011

TO ENSURE YOUR SAFETY REVIEW THIS IMPORTANT PROPANE SAFETY INFORMATION.

ALLOW ONLY TRAINED TECHNICIANS TO WORK ON YOUR PROPANE SYSTEM.

- Propane is flammable and may cause fires and explosions
- Propane is heavier than air, so it collects in low areas—basements, drains, etc.
- Locate all supply lines before digging, driving posts, putting nails in walls, etc.

LEARN THE SMELL OF PROPANE.

Find the “scratch and sniff” circle in the enclosed guide. This is what propane smells like. Familiarize all members of your household with this odor and the procedures that should be followed if you detect it. Keep in mind, that no odorant is effective 100% of the time. Cold, allergies, smoking, alcohol, or age may affect the ability to smell any odor. Strong competing odors may also mask the smell of escaping gas. Thus, we also encourage you to install carbon monoxide and propane gas detectors in your home to help protect your family from an instance when propane is present, but may not be detected by smell. Please refer to the guide for situations in which “odor fade” may occur.

IF YOU SMELL PROPANE OR SUSPECT A LEAK:

- Leave the area immediately.
- Do not operate electrical switches or use the phone.
- Warn others to stay away.
- Close all propane tank valves (see enclosed guide).
- **Call us, or your local fire department, immediately from a neighbor’s phone.**

REVIEW ENCLOSED “PROPANE SAFETY GUIDE” FOR MORE COMPLETE INFORMATION

TO SHUT OFF THE GAS, TURN THE VALVE CLOCKWISE THEN CALL US: 1-800-424-2584

ALLOWING A TANK TO RUN OUT OF GAS CREATES A HAZARDOUS SITUATION!

Do not let your tank run out! Allowing a tank to run empty, or even just shutting off the tank, causes an unsafe situation. If this occurs, we must check the gas system for leaks and make sure pilots relight. A responsible adult must be home when we make deliveries to an empty tank.

IF YOUR FURNACE STOPS OR YOU THINK THE PROPANE TANK IS EMPTY:

- Check the gauge on the top of the propane tank to see if the tank is actually empty. (Tank gauges read in percent, not in gallons.)
- If the tank is empty, shut off the valve on the tank(s) and all appliances. Then, call us to set up a time to have the tank(s) filled and system leak checked. To ensure your safety, we require the propane system be checked for leaks and be placed back in service only if the system is free of leaks. A responsible adult must be home when the propane is delivered so that we can check the system.

YOUR SAFETY IS OUR PRIORITY

- Heritage Cooperative reserves the right to disrupt service if we observe an unsafe situation or practice.

FOR AUTOMATIC FILL CUSTOMERS:

Heritage Cooperative is responsible for keeping propane in your tank all season long. However, please give us a call if you see the gauge go below 25% - 30% or if you change your heating pattern (such as increasing the use of your propane furnace instead of using a wood burning fireplace). No extra charges will apply in an out-of-gas situation as long as your account is within our credit policy.

FOR WILL CALL CUSTOMERS:

It is your responsibility to monitor the amount of gas used and call when the tank drops below 25% - 30%. Customers should allow three working days for delivery. In an event that a tank runs out of gas or an emergency delivery is required, extra charges will apply. If you allow the tank(s) to run empty too often, we will be forced to stop servicing your account.

PLEASE NOTIFY US IF YOU ARE MOVING FROM THE HOME OR MAKING A CHANGE TO YOUR PROPANE SYSTEM.

THANK YOU FOR YOUR BUSINESS.

IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE CALL

Urbana: 1-800-424-2584
Kenton: 1-800-323-6841

