



Peace of mind for a safe propane system.

Important Propane Safety Information  
Please Read Immediately

**AGRILAND FS would like the opportunity to keep you informed of safety measures to take when using propane. We have enclosed materials containing useful information for you and your family.**

BROCHURE  
ENCLOSED

- All propane installations should be done by qualified personnel.
- All modifications to a propane installation should be done by qualified personnel.
- All installations should be inspected annually.
- Propane is heavier than air and can collect initially at low levels, i.e. (floors and drains)
- If you smell propane, do not turn anything on or off (see enclosed brochure). Leave the premises immediately, turn the propane tank off, and call from a neighbors' house.
- To help reduce accidents associated with propane, outdated regulators must be replaced, and all service lines to the premises should be inspected for any leakage.

In addition to providing you with this information, AGRILAND FS offers other ways to help you and your property stay safe—an emergency phone number, a complete propane system check, and an Out of Gas policy.

For Propane Emergencies

AGRILAND FS has an after-hours phone number dedicated to propane emergencies. Please utilize the following phone numbers **for propane emergencies only** based on where you receive your propane service:

**(515) 975-9942**

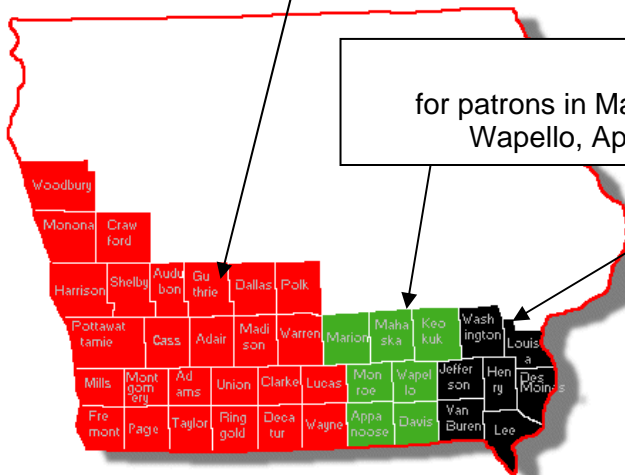
for patrons in western and southwest/south-central Iowa

**(641) 660-9993**

for patrons in Marion, Mahaska, Keokuk, Monroe, Wapello, Appanoose, and Davis counties

**(319) 591-0335**

for patrons in Washington, Louisa, Jefferson, Henry, Des Moines, Van Buren, and Lee counties



**AGRILAND FS, Inc.**  
**Out of Gas Policy—Customer Reference**

**It is the policy of AGRILAND FS to follow the guidelines prepared by the National Fuel Gas Code and National Propane Gas Association. An out of gas situation or interruption of gas supply creates a potentially dangerous circumstance. The following steps must be taken to ensure both the safety of the customer and delivery person.**

All propane accounts must be on a Scheduled Delivery basis and be on a regular delivery route. All accounts must be kept within the 30-day credit policy or propane will not be delivered until the account is paid in full. Failure to do so will result in an additional trip charge of \$75.00 during regular business hours. "Out of Gas" situations will require a leak check and 'will call' or past due accounts will be assessed \$75.00 for leak checks. After hours deliveries to 'will-call' or past due accounts will result in an additional charge of \$150.

1. If you suspect a propane leak or have an interruption in gas supply, extinguish all smoking materials and open flames. Do not operate any appliances or electric switches. Do not use the phone. Use a neighbor's phone or use a cell phone outside of the building to contact Agriland FS.
2. You may reach the company using the designated numbers for propane emergencies (24-hour service). Be prepared to give an Agriland FS employee your name, address, phone number, where you can be reached, and details about the situation.
3. Shut off the supply valve on your propane tank. This is an important measure to limit the amount of gas that escapes the propane system.
4. Agriland FS will dispatch a trained propane specialist to inspect the situation in the event of a suspected leak or interruption in service. If you are out of propane, additional guidelines will apply.
  - a. If you are on a scheduled delivery basis and your account is in good standing, Agriland FS will deliver propane as soon as possible. The company thanks you for your business.
  - b. Someone must be present to give the propane specialist access to the inside of the house so he can light the pilot lights. Agriland FS will not deliver propane unless the house is accessible. This is a preventative measure to ensure your safety. Only a trained propane specialist should light the pilot lights.
  - c. If your propane account is not current or you are not on a scheduled delivery basis, a delivery charge and leak test charge will apply. There may be a minimum delivery amount required for delivery.
5. When there is an interruption of gas supply for any reason, **a leak check, by law**, must be performed when the supply is restored. If a leak is detected, it must be repaired before service is resumed. There will be an additional service charge on any system that is not on a scheduled delivery basis.

**AGRILAND FS values its customers and your safety is the company's highest priority. The company's employees strive to give you the best service possible. Your cooperation is appreciated. If you are not currently a 'scheduled delivery' account but would like to be on a 'scheduled delivery' basis, please contact your FS propane specialist or energy customer service at 1-800-352-3276. Thank you.**