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Energy Directory

For emergencies call:
800-924-2991

Corporate Office ..	920-887-1756
Deerfield	608-764-5454
Denmark	920-863-2171
Greenville	920-757-6556
Hartford	262-673-8960
Hillsboro	608-489-2231
Mayville	920-387-2410
Pickett	920-589-2311
Pulaski	920-822-3235
Reedsburg	608-524-2822
Shawano	715-526-3197

Dear United Cooperative Propane customer:

Thank you for your business. As an appreciated consumer of liquid propane gas (LP), we value your safety and well-being above all else. United Cooperative provides information annually to our customers about the safe and responsible way to use propane as an energy source, and this Propane Safety Edition of News and Views serves as that resource.

Propane is an excellent energy source for your home — both inside and out. This clean-burning energy source delivers uncompromised comfort and value. Homeowners can count on this environmentally friendly, low-carbon fuel to meet their energy needs, even when the electrical grid is down.

At United Cooperative, safety is a top priority, and we are dedicated to helping you protect your family, your property, and to creating a safe workplace for our employees. We appreciate the trust you have in us to provide you with a safe, worry-free heating option.

At this time of year, you may not be thinking about propane, but now is the perfect opportunity to assess your equipment and make any upgrades necessary to insure your system is up to code and in tip-top shape. As a commitment to your safety, United Cooperative encourages leak checks to be performed every 10 years, anytime there is an interruption in service, or a gas appliance is added or removed. Please call to schedule a leak check.

Please don't wait for the cold of winter. The United Cooperative team would like to work with you during these warm summer months to discuss your contracting and bill pay options.

Again, your safety and well-being is a top priority. Please take the time to review this newsletter, safety brochure and contact us at 800-924-2991 if you have any questions or concerns.

Sincerely,

Your United Cooperative Energy Team



Out of Propane Policy

United Cooperative's policy for servicing customers who run out of Propane is as follows:

When a customer unexpectedly runs out of propane, an unsafe situation for both the customer and our delivery personnel can occur.

United Cooperative's insurance provider requires that the customer or someone over the age of 18 is at home so United Cooperative delivery personnel can check the entire gas system for leaks and light all pilots. If our driver arrives and no one is home, he will not put any gas in the tank. The return trip will result in an additional charge. If a customer is on a will-call service and allows their propane tank to run out of gas three times, United Cooperative will require they find another supplier.

Customers on a Scheduled Delivery will not be charged for out-of-gas conditions. All other customers are subject to the charges below for out-of-gas conditions:

- \$150 fee to receive delivery early during normal working days
(Monday-Friday 8 am – 3 pm)
- \$250 fee to receive delivery early, after 3 pm or on weekends or holidays

- \$75 for an out-of-gas system leak test
- Special trips may be charged to any Will-Call customers with less than 2-day notice to their assigned route day

THESE FEES ARE DUE AT THE TIME OF DELIVERY AND DO NOT INCLUDE CHARGES TO REPAIR A LEAK IF FOUND.

Interruption of Service: National Fire Protection Association (NFPA) Code 8.2.3 requires a leak test to be performed following any changes to your system. This is known as a "interruption of service" and leak tests will prevent any propane-related accidents from happening to you, your family, or your property. Interruption of service includes, but is not limited to, any scheduled or routine maintenance, upgrades to your system, or expansion or reduction in the size of your systems. An interruption of service can also occur when your system is unexpectedly damaged or requires unforeseen repair or modification necessitating immediate repair or replacement.

Examples of Interrupted service:

- Planned repair, replacement, addition to, removal of, or service to propane gas piping or pipe fittings; pressure regulators; or replacing devices that use propane (stove, furnace or water heater).
- Emergency repair, replacement or servicing of propane gas piping or fittings; pressure regulators; or replacement of a device that uses propane gas (stove, furnace, or water heater).
- Running out of propane gas for ANY reason.

In the event of a planned interruption of service, you must provide your retail supplier with notice of your plans at least seven (7) days in advance. If the interruption of service is due to an emergency replacement, repair, or servicing, you must notify your retail supplier as soon as possible, but in no event, later than twenty-four (24) hours after the repair or service is completed.

If you experience an out of gas situation:

1. Shut off all appliance valves
2. Close service valve on the propane tank
3. Call United Cooperative immediately at **800-924-2991**, follow the prompts to insure fast service.

- **Press 1** if you are in Beaver Dam or Mayville area.
- **Press 2** if you are in Hartford, Watertown, Deerfield, or Johnson Creek area.
- **Press 3** if you are in Sauk City, Baraboo, Poynette, or Wisconsin Dells area.
- **Press 4** if you are in Hillsboro, Richland Center, Ontario, or Wilton area.
- **Press 5** if you are in Shawano, Gresham, Denmark, or Pulaski area.
- **Press 6** if you are in Pickett or Greenville area.

⚠ If you smell gas:

***Please take a minute and use the scratch and sniff brochure to be sure you can smell propane.**

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.** 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.** From a neighbor's home or other nearby building away from the gas leak, call United Cooperative right away at 800-924-2991. If you can't reach us immediately, call 911 or your local fire department.
5. **DO NOT RETURN TO THE BUILDING OR AREA** until United Cooperative or emergency responders determine that it is safe to do so.
6. **GET YOUR SYSTEM CHECKED.** Before you attempt to use any of your propane appliances, United Cooperative must check your entire system to ensure that it is leak-free.



Fuel Oil and Propane Delivery Policy

Thank you for taking the time to read through our delivery policy. These policies ensure that we are able to efficiently and effectively take care of all of our customers.

Scheduled Delivery Customers: No delivery charges for standard deliveries. If a customer is requesting a delivery prior to their scheduled delivery date, minimum delivery volumes apply, but no additional charges would be added if your delivery can be made on your normal delivery day.

Will-Call Customers: A customer must give a 2 business day notice prior to the scheduled route day when requesting a delivery.

- If a customer wants a delivery with less than a two-day notice that will take place before 3 p.m. prior to the route day, the customer will be charged a \$150 fee to receive delivery early.
- If a customer wants a delivery with less than a two-day notice, that takes place after 3 p.m. on weekdays, or anytime on a weekend/holiday prior to the route day, the customer will incur a \$250 fee to receive a delivery early.

Cash On Delivery (COD) Customers: Payment must be made before or at time of delivery.

Minimum Deliveries:

Propane (COT-Customer Owned Tank)

123 gallon tank	All tanks – Filled to 80%
250 gallon tank	All tanks – Filled to 80%
325 gallon tank	All tanks – Filled to 80%
500 gallon tank	All tanks – 225 gallons
1000 gallon tank	leased tank–450 gallons/ COT* tank– 225 gallons

Fuel Oil All tanks – 200 gallons

When should I call for my delivery?

If your route day is: Call on or before:

Monday.....	Thursday the week before
Tuesday.....	Friday the week before
Wednesday.....	Monday
Thursday.....	Tuesday
Friday.....	Wednesday

Contact us to find out your current route day for the 2018-2019 heating season.

How to Read Your Tank Gauge (The Correct Gauge):

Most propane tanks have a dome or cover that protects the valves, regulator, and gauges from the weather. Lift the dome. (In the summer months be careful. Wasps and hornets like to build nests under the dome.) You should see one or two gauges. If you see only one gauge (like the one below), it is likely your liquid level gauge. If you see two gauges, one of them is your liquid level gauge and the other is a pressure gauge that will say "PSI" somewhere on the dial. The level of the tank will change with temperature. In cold weather, the tank level will read lower than it will during warm weather, even though it has the same number of gallons in the tank. Customers may perceive they have a leak if they check the tank in the afternoon of one day, and then recheck the morning of the next day, as the tank levels may be different, depending on the temperature change.



Wisconsin Container Law: The state of Wisconsin passed into law "Wisconsin Statute 101.16 (4) (b)." It is illegal in the state of Wisconsin for "the non-owner of a liquefied petroleum gas container or a person authorized by the owner, to fill, evacuate, or use in any other manner the container for any purpose." This means that the only person or entity that may authorize the filling of a propane tank, is the owner of that tank. In other words, only United Cooperative can fill United Cooperative owned tanks.

If you have converted from fuel oil to propane, please take note of the following required by Wisconsin law.

ATCP 93.315 Heating oil tanks that are removed from service.

- (1) Application. This section applies to aboveground (and basement) heating oil storage tanks connected to heating appliances that store heating oil consumed on the premises.
- (2) General. Placing a heating oil storage tank out of service for any reason other than immediate repair or replacement shall follow the procedure in either paragraph (a) or (b):
 - (a) The tank and all connected piping, including the vent and fill piping, shall be emptied, cleaned and removed from the premises.
 - (b)1. The tank and all connected piping shall be emptied and purged of all vapors.
 2. If the tank is not removed, the tank vent shall be left intact and open.
 3. If the fill pipe is not removed, it shall be filled to the top with concrete and capped.
 4. Any piping that is not removed, other than a tank vent, shall be capped or otherwise sealed.

Refer a new customer, earn \$50

New in 2018- propane customer referral program. With each referral, United Cooperative will give both, the current and new propane customers a \$50 United Cooperative Gift Certificate. When you refer others to United Cooperative, you are letting us know that our reliable service is something to be communicated, so we want to thank you for your loyalty and thank our new customers for their trust.

*Referred customers must lease a tank from United Cooperative to obtain eligibility for both the referrer and referee.
Contact our Energy Sales team to find out more details.*



N7160 Raceway Road
Beaver Dam, WI 53916

Propane Tank System Lease Policy

Maintenance: Section 3 of the system lease - Maintenance and Service: Customers are prohibited from performing any repairs to their leased tank. Any tank repairs must be performed by a CETP certified United Cooperative employee. Any repairs or changes to other parts of the propane system must be performed by a qualified technician. The customer may paint their leased tank only with the expressed permission of United Cooperative management. If your tank is in need of maintenance please call United Cooperative at 800-924-2991.

Propane tank lease fee: In 2015 United Cooperative created one lease policy for all leased tanks. Here is a break down of the annual lease fee and how it is applied. All tank lease fees will be \$2.00 per month to be charged annually in November. Much of the lease fee goes toward covering the increasing regulatory and insurance costs the propane industry is burdened with. In addition, a percentage of the tank lease fee is a storage fee that applies to the leased tank, that stores a customer's gas for future use. Finally, the remainder of the tank lease fee is applied for any ongoing maintenance and repairs that are needed throughout the life of the tank.

Lifetime Lease or Grandfathered In: When United Cooperative merges with another cooperative, we gain ownership of all tanks previously owned by said cooperative. **This means all leased tanks with the merged cooperative now fall under United Cooperative's Lease Terms & Conditions due to a clause known as "Previous Agreement," which means the current policy takes the place of all previous agreements. If you do not have a current copy of our terms and conditions, United Cooperative's energy department will be glad to send you one upon request.**

Propane Contracting Options

**Call to lock-in a propane price until
spring 2019!
1-800-924-2991**

Choose a payment option:

1. Budget Plan: Lock in a fixed price and spread out your payments for home heating into manageable, equal, monthly amounts from July to May. There is a small booking fee with this plan; but, it's still extremely helpful in managing your budget. *Note: If you had the budget plan last year, you don't need to sign up every year; contracts are automatically mailed out in mid-June. Only call if you want to change your plan.*

2. Booking Plan: Lock in a fixed price and pay for your fuel as it is delivered. This helps you know exactly what your fuel will cost per gallon when you order it this winter. The small booking fee applies with this plan as well, but there's a sense of security knowing your exact cost per gallon.

3. Pre-Paid Plan: Lock in a fixed price for the season. Pay for your heating fuel now, and receive scheduled delivery. With this plan, you don't have to worry about your heating needs this winter.

Please Note:

When tank leases are billed to your account, you will have to contact us to authorize taking your tank lease fee from your prepay dollars.