



PROPANE POLICY

Will-call customers that choose not to be put on a delivery route must notify us 72 business hours prior to their tank running out. All call in delivery rates will reflect the call in rate. If they run out, they will be assessed a leak test fee, they must be home before we can fill their tank and must take a minimum of 200 gallon of product.

Pressure Test:

Pressure tests are done to ensure the integrity of the system's lines. A pressure test is required on all newly installed lines.

Leak Test:

- ▶ Leak checks are done to ensure the system is leak free.
- ▶ Leak checks are required for the following - **new customer or new installations, out of gas calls, change in tenant, after any repair, or if a leak is suspected.**
- ▶ Leak test will be performed on all systems every 5 years to ensure the integrity of the system.
- ▶ All tests will be done according to NFPA 54 and will be documented.
- ▶ All public buildings will be leak tested annually and results recorded on file.

Out of Gas Call:

- ▶ The customer (Adult) **MUST** be present at the time of delivery otherwise no gas will be left.
- ▶ A leak test **MUST be performed and documented prior to filling the tank.**
- ▶ For a "Route Fill" customer there will be no charge for the check.
- ▶ "Will Call" customers will be charged a **minimum of \$50** to have a leak check performed along with the cost of the propane plus mileage, labor and parts if repairs need to be made.
- ▶ The customer must take a **minimum of 200 gallons of LP Gas and will be assessed a \$25.00 non-route service charge same day, \$50.00 after hour, there will be no service charge for those that give a three business day notice.**
- ▶ **LP Delivery Drivers will relight all pilot lights**
- ▶ **We will fill the tank of an "out of gas customer" one time per year - the second time that year we will encourage them to find a different supplier.**

Regulators:

- ▶ Ag Valley replaces regulators based on manufacturer's recommendation which is often stamped on the body of the regulator. Customers will be notified of the age of their regulator and plans will be made to replace it if outdated.
- ▶ **Customers refusing to accommodate this work will be considered for discontinued service.**

Tank Conditions:

- ▶ Tanks must meet ASME requirements.
- ▶ The relief valve shall be in good visible condition and shall be covered with a rain cap.
- ▶ All tanks that are used for liquid withdrawal shall be a separate tank and be placed away from residents and all other exterior buildings a safe distance according to NFPA 54.
- ▶ All tanks that are set up to withdrawal liquid will be equipped with a check valve and under **NO** circumstance shall piping be allowed to be installed in the bottom (bung) of the tank.
- ▶ All tanks shall be placed on a level cement pad or on solid cement blocks.
- ▶ **Under no circumstances are employees to fill a tank that have visible evidence of dents or fire damage.**

Cylinder Conditions:

- ▶ **Under no circumstances are employees to fill cylinders that are out of date or tanks and cylinders that have visible evidence of dents, fire damage or that are not properly equipped with an Overfill Protection Device (OPD).**
- ▶ Cylinders that have a blue cast around the copper valve fitting (evidence that the tank has been filled with anhydrous ammonia & will produce cyanide gas if filled with propane and used) will not be filled as well.
- ▶ All LP cylinders will have the appropriate warning label decal affixed to each cylinder and dust cover before being returned to the customer.
- ▶ Our company will **not** re-qualify LP Gas Cylinders.

The following is a list of our driver's location, business phone, and cell phone.

Edison:

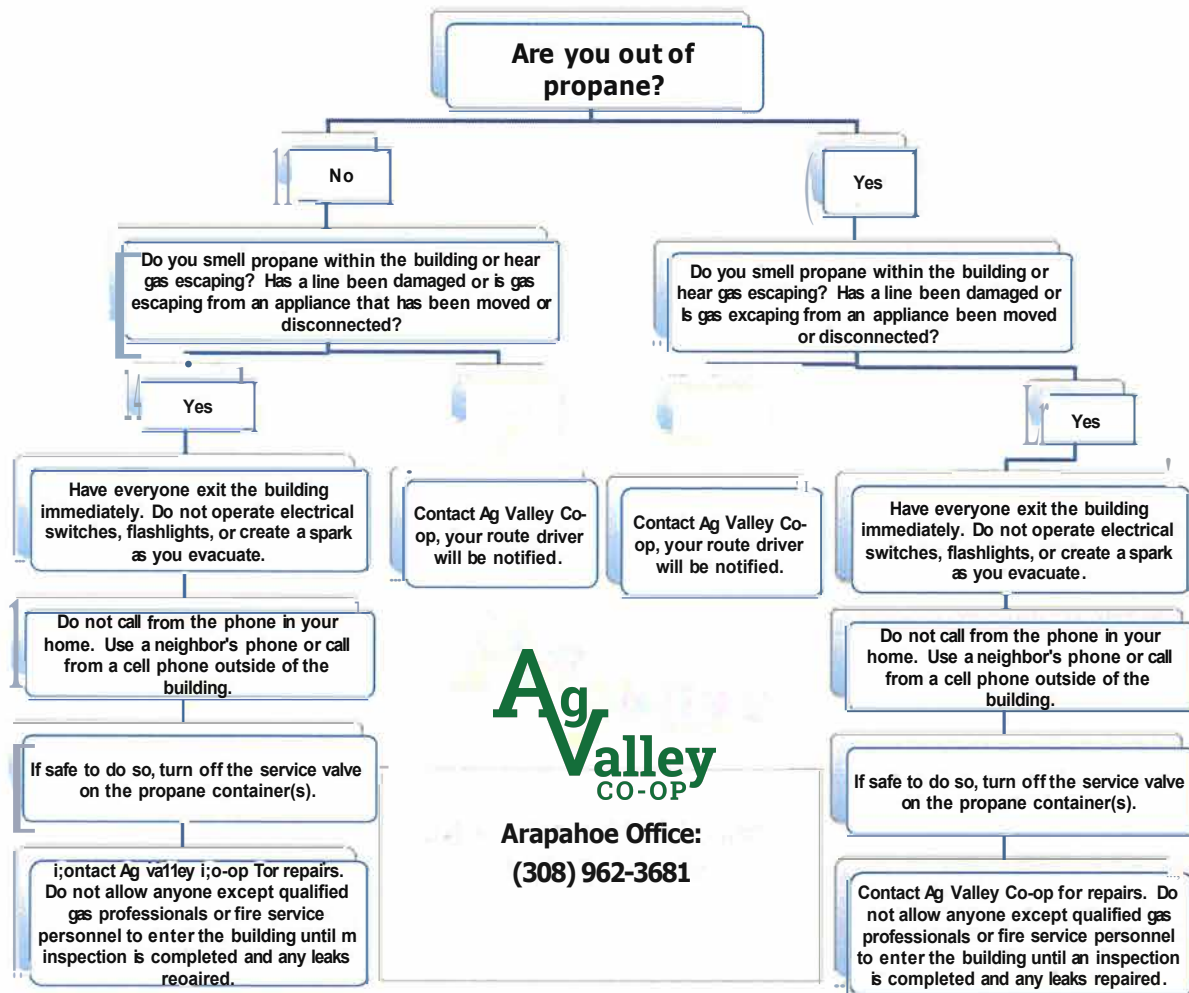
Tony Patsios: Business - (800) 228-1352, Cell (308) 655-8298

Indianola:

Tim Cornwell: Business - (800) 762-1589, Cell (308) 340-9836

Maywood:

Dakota Miller: Business - (800) 233-4551, Cell (308) 537-6099



Propane Staff

Maywood: Dakota {308}537-6099
Miller
Indianola: Tim Cornwell (308)340-9836
Edison: Tony Patsios (308)655-8298

Operations: Eric Merritt (308)362-4586
Energy Mgr: David Dodson (308)367-7057
Service Tech. Tristan Westphal (402)217-5195