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CYLINDER SAFETY

1. Contact with the liquid contents of a cylinder will cause freeze burns to the skin.
2. Do not tamper with a cylinder. Keep children away from it at all times.
3. Cylinders must always be stored and used out of doors. Never store cylinders in any enclosed area, garage or building.
4. When not connected for use, keep cylinder valve turned off and for 45-lb. capacity or less, plug or cap valve outlet. Self-contained outdoor cooking appliances must be used with a cylinder of 20-lb. capacity or less.
5. Do not use, store or transport cylinder where it would be exposed to high temperatures, such as near a stove, fireplace or other heat sources. The relief valve may open allowing a large amount of flammable gas to escape.
6. Keep cylinders secured in an upright position at all times, (see directional arrow stamped on cylinder) with cylinder valve turned off and securely plugged or capped. A gas leak can result if the cylinder falls over and the valve is damaged. If your cylinder does not have a directional arrow, consult George Propane, or another qualified propane supplier.
7. This cylinder contains high-pressure gas. The cylinder must be used with a pressure regulator. Failure to do so will result in a dangerous high-pressure gas leak.
8. Each cylinder is equipped with a shut-off valve. Immediately shut off the valve every time the cylinder is not connected for use and every time the cylinder runs empty. Failure to do so could result in a loss of the gas odor warning when the cylinder is refilled.
9. If the cylinder is to be used on a travel trailer, motor home or recreational vehicle, have the gas system checked for leaks by qualified personnel before and after every trip. If the vehicle is not equipped with a leak indicator, consider the purchase and installation of one.
10. Insure that all hoses, fittings and regulators are properly protected from heat and accidental damage during appliance use.
11. Do not carry, hold or lift a cylinder by its valve.
12. Do not smoke or use any ignition source, such as flames or other spark producing tools in an area while handling, using or transporting cylinders.
13. Use all cylinders in accordance with appliance manufacturer's instructions.

Corrugated Stainless Steel Tubing (CSST) for Fuel Gas Distribution in Buildings and Concerns over Lightning Strikes

What is CSST?

CSST is used to transmit gas in residential, commercial and industrial structures. CSST consists of a continuous, flexible, stainless steel pipe, and typically is covered with a yellow exterior plastic coating. CSST typically is routed beneath, through and alongside floor joists, inside interior wall cavities and on top of ceiling joists in attic space from a gas source to an appliance. The piping should be stamped with a manufacturer's mark. Names include: "GASTITE", "WARDFLEX", "TRACPIPE", "COUNTERSTRIKE", and "PARAFLEX".

The primary issue is safeguarding against an electric potential in metallic piping. In the case of proximity lightning, a high voltage can be induced in metallic piping that may cause arcing; and for CSST there is concern that arcing may cause perforation of the CSST wall and therefore cause gas leakage.

Recently updated CSST manufacturer's installation instructions now include the requirement to directly bond the CSST system to the electrical system grounding system. The bonding attachment must be near the service entrance to the building and the connection must be made with a 6 AWG copper wire. This method of bonding will provide additional protection to the CSST system when it is energized by an indirect lightning strike. All CSST manufacturers have issued either Technical Bulletins or other documents to describe the new requirements. If you have CSST installed in your home and are unsure if your system has been bonded or grounded, you should contact a licensed electrician immediately. If you have any questions, please contact our office for further information.

Budget & Pre-Pay Fixed Price Plan Conditions

1. Accounts must be current to be eligible for these plans.
2. Force Majeure: Neither buyer nor seller shall be responsible for damages caused by delay or failure to perform, in whole or in part hereunder or to comply with any of the terms hereof, when such delay or failure is attributable to acts of god, strikes, lockouts, fires, floods storms, explosion, embargoes, acts or compliance with requests of any governmental authority (without regard to legal validity), war conditions, accidents, delays in transportation, any allocation program or rationing or priorities in effect pursuant to governmental direction or request or instituted in cooperation with any governmental authority, or any other cause beyond control of buyer or seller or not similar to those enumerated: provided, however, that any such contingency shall not terminate the agreement, but merely suspend its performance, unless it continues for a period of 30 days.

LABOR RATES & POLICIES

Regular Rate: We charge a \$65.00 service call fee to come to your house, then we bill in 15-minute increments. We do not charge for travel time. If we need to return to your home to follow up on a previous service order, we do not charge the \$65.00 service call fee. Labor rates are as follows:

Minutes	15	30	45	60
One Man	\$21	\$42	\$63	\$84
Two Men	\$37	\$74	\$111	\$148

Example: Service Call Fee + 30 mins. for one man = \$107

George PROPANE INC.

Welcome to the 2010/11 George Propane Newsletter. We've compiled some important information we hope you'll find helpful and easy to read. Please read the enclosed materials in their entirety and contact us if you have any questions. We appreciate your business and thank you for choosing George Propane.



This year, it seems the economy is still the top story. Things seem to be improving but it's slow going.

Given the state of the continued weak economy, conservation is as important as ever. If you have an old, inefficient furnace, boiler or water heater, now is the time to replace it with a high efficiency furnace, boiler or on demand water heater. New energy efficiency improvement tax credits make these upgrades more affordable than ever.

Propane is efficient and green. Efficiency cannot only make you feel good about your monthly budget, it helps the environment. Propane burns cleaner and produces 15% fewer greenhouse gases than fuel oil. With lower greenhouse gas emissions, short lifetime in the atmosphere, and low carbon content, propane has less of an impact on the environment than other comparable fuels.

With high efficiency, low maintenance, clean burning products, propane is one of the best values for heating, water heating, cooking and clothes drying.

If you are a new customer, or an existing customer looking for payment options you may want to consider our **Pre-Pay Plan**. The pre-pay plan allows you to lock in your price for the year. The price is also discounted from your regular market price.

Another option is our **Budget Plan**. The budget plan allows you to pay for your annual propane usage in 11 monthly installments, avoiding having to pay large bills during the heating season.

Details regarding these plans are on the following page. Don't delay as you must be signed up for either plan by September 30th.

LIHEAP (Low Income Home Energy Assistance Program) is also available to customers who qualify. For Franklin and Hampshire County residents, you can call 800-370-0940. Berkshire County residents can call 866-216-6200. Call soon if you think you may qualify.

We also want to remind everyone about our Tank Monitoring System which monitors the propane tank level and inside temperature of your home. It has proven to be a reliable and inexpensive tool to eliminate out-of-gas situations, as well as monitoring the inside temperature of houses to help prevent frozen pipes. At a price of only \$12/month and with free professional installation, we are confident this new and reliable technology will help us to achieve our goal of providing excellent service at an affordable price. Please see the enclosed brochure for more information.

Just as we appreciate it in the winter when customers clear a path to their tank, we also appreciate it in the summer when customers keep the area around the tank clear of debris. Please remember not to tie animals to or near your propane tank, and keep the area around the tank clear. Placing items on or around your propane tank not only creates a hazard for our drivers, but also for you or public safety personnel who may need to shut off the propane tank in an emergency. We thank you for your cooperation.

We appreciate your business and endeavor to provide the dependable service you expect and deserve.

Michael George
General Manager



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www.georgepropane.com

PAYMENT PLANS

1 Our **Standard Payment Terms** are net 15 days. Payment is due in full 15 days from the invoice date. Invoices that are not paid within 15 days are subject to a finance charge.

2 Our **Budget Plan** is available to those customers who wish to pay for their propane in 11 monthly installments. The plan starts in September and ends in July. Budget amounts are based on your estimated annual usage. *All budget payments are due by the 10th of the month.* In order to participate in the budget plan, payments must be made by automatic payment from your checking or savings account. George Propane will initiate the transaction on or about the 10th the month. A budget plan will be cancelled if payments are not received as scheduled.

3 Pre-Pay Fixed-Price Plan Pay for all or a portion of your propane needs in advance. The amount is payable by Sept.30th. The price is fixed and discounted from your regular-market price. Additional pre-paid fixed price gallons cannot be purchased beyond Sept. 30th, so please be sure to purchase the full amount you intend to buy for the heating season by that date! Once you have used your pre-paid gallons or on May 31st, whichever comes first, your price will revert to the regular

market price. Any other charges such as service or rentals must be paid in order to maintain your credit balance and continue fixed price deliveries.

4 Automatic Payment from Bank Account If you wish to pay your bill using Automatic Payment, we will debit your checking or savings account and send you a receipt/transaction confirmation immediately following a delivery. *If you wish to use this method of payment, please contact our office for an authorization form, or visit our website at www.georgepropane.com.*

5 Credit or Debit Card on File If you wish to keep a credit or debit card account # on file with us, we can automatically charge or debit your account and send you a receipt/transaction confirmation immediately following a delivery. *If you wish to use this method of payment, please contact our office for an authorization form, or visit our website at www.georgepropane.com.*

If you are interested in any of these plans please call our office for specific pricing and details. *See the last page for conditions.*

DELIVERY POLICY

We encourage all customers to be on automatic fill, but if you choose to be a "will call" customer, you must call for a delivery when the tank gauge is at or above 40%! This will give us enough time to deliver your propane before the tank becomes empty. If you would like to be an automatic customer, but are a will call customer because you have an unpredictable usage pattern, please consider installing one of our tank monitors. *See the enclosed brochure for information.*

We also encourage all customers to have their tanks filled when we deliver. This eliminates unnecessary return trips for our drivers and also reduces the chance of an out-of-gas situation. (Minimum deliveries are required and minimum delivery charge applies if a customer chooses not to fill the tank. See details at right.)

If your tank does run out of propane, we must have complete access to the premises in order to turn on the gas and check the system. We cannot deliver propane and leave the tank shut off. If you run out of propane because you are a will-call customer or have a past due balance, there is a \$95.00 charge to turn on the gas and check the system. In addition to the \$95.00 charge, a \$150.00 trip charge may also apply (i.e. nights, weekends, special trip, etc).

By strictly enforcing this policy, we feel we can provide better and safer service to all our customers.

Minimum Deliveries Tank Size	Minimum Delivery
50 - 250 gallon	Fill
320 gallon	200 gallons
500 gallon	250 gallons
850 gallon	425 gallons
1000 gallon	500 gallons

MINIMUM DELIVERY FEE:
\$35.00 (applies if you choose not to have your tanks filled at time of delivery and opt instead to have delivery of only the minimum gallons for your tank size as listed above)

PROPANE SAFETY

We value you as a customer and want to make sure that you have the latest safety information on propane. We have enclosed some brochures on the smell of propane and other safety tips.

One brochure allows you to actually sample propane's distinctive odor, and review other valuable information on propane safety. Please take time to carefully study this material and discuss it with other members of your household. This important safety information is also available on our website at www.georgepropane.com

We highly recommend that you have your propane system and appliances periodically inspected by George Propane, or another qualified service company.

Safety Notice

For your safety, propane has an odor added so you can detect leaks. You and each person in your household using or handling propane must know the smell of propane. **See the enclosed scratch'n sniff brochure to demonstrate the odor.** If anyone is unable to recognize the odor of propane, call us immediately.

Propane is heavier than air; therefore, leaks will initially tend to settle to floor or ground levels. To check for propane carefully smell in low spots.

Under some of the following conditions, you may not be able to smell a gas leak. For example:

- Age, colds, allergies, sinus congestion or the use of tobacco, alcohol or drugs may diminish your sense of smell.
- Cooking or other strong odors may cover up the smell of gas.
- In certain circumstances, propane gas may lose its distinctive smell – this is called "ODORANT FADE".
- Sometimes propane gas can lose its odor if a leak occurs under ground or if there is rust on the inside of the cylinder or piping.
- Some persons are physically unable to detect the smell of gas. If you are one of these people, call us immediately.

For these reasons, it is recommended that you purchase and install propane gas detector(s) according to the manufacturer's instructions as a back-up warning device. If anyone using or handling propane is unable to recognize the odor of propane, you should not use it until you have purchased and installed gas detector(s).

WHAT TO DO IF YOU SMELL GAS . . .

1. Put out all smoking materials and other open flames.
2. DO NOT operate a light switch, telephone, cigarette lighter, appliance or thermostat. Any spark in the area where propane gas is present may ignite the gas.
3. Get everyone out of the building immediately.
4. Shut off the gas supply at the tank or cylinder.
5. If gas odor is in the building, use your neighbor's phone to call George Propane.
6. Have your George Propane service person locate and repair the leak. Have your George Propane service person air out the area and check and re-light your gas appliances. Do not return to the building until you are advised that all leaks have been repaired and it is safe to return.

RE-LIGHTING YOUR PILOTS

We strongly recommend that, for safety reasons, you call George Propane, or another qualified service company to re-light pilots. However, if you re-light the pilots yourself:

- Turn all appliance controls and manual shut-off valves to the OFF position.
- Slowly open the tank shut-off valve.
- Carefully smell for the presence of propane at floor level and in low spots before attempting to re-light the pilots.
- If gas is detected – STOP – See "What To Do If You Smell Gas".
- Follow the manufacturer's instructions for pilot lighting. If you cannot find the instructions, DO NOT attempt to light the pilot.

OTHER IMPORTANT SAFETY RULES

- Don't allow unqualified personnel to service your propane system or appliance.
- Don't let your system run out of propane.
- Don't enter an area where you suspect a gas leak. If you are in such an area, leave immediately!
- Be alert of propane odor when working in areas where propane is used. Even a faint odor may indicate a hazardous situation.
- Do not try to judge for yourself the level of danger of a gas leak by trying to determine if one smell of gas is weak or strong. **All gas leaks pose a serious risk.**
- Repeated pilot outages could indicate a hazardous condition. Don't attempt to re-light the pilot or service your equipment. Call George Propane, or another qualified service company.
- If one of your gas appliances has been flooded, shut off the gas immediately at the tank. Do not use your gas system again until the wet or flooded equipment has been checked and serviced.
- Improperly vented or defective appliances can cause potentially fatal carbon monoxide poisoning. Have your propane systems and appliances periodically inspected by George Propane, or another qualified service company.
- Don't tamper with or use tools to operate controls. If controls are difficult to operate by hand, call George Propane, or another qualified service company immediately.
- Keep combustible products like gasoline, kerosene or cleaners in a separate room from propane appliances. Your appliance pilot light could ignite fumes from these combustibles.
- Don't operate any gas appliance without reading the instructions carefully.

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