



Bulk Petroleum • Convenience Stores • Car Washes

Dear Patron,

The following information is very important and given to you for your knowledge and safety. Propane is a safe, efficient and clean fuel when handled wisely and with respect. We are providing you with safety information about propane gas and we strongly encourage you to read the enclosed information.

Please complete and return all pages marked Return on the bottom. All pages marked Return must be completed and returned to Petro Serve USA before any necessary inspections or deliveries will be scheduled.

If you have any questions about propane gas or any of our other services, please contact the Energy Department at 701-282-3201 or visit our website www.petroserveusa.com.

Thank you for your interest in doing business with Petro Serve USA. We look forward to working with you in the future!

Duty to Warn

Customer Acknowledgement:

The following materials are found in this packet:

- ✓ Propane Service Policies
- ✓ Pressure Test and System Check Policy
- ✓ Out-of-Gas Policy
- ✓ Important Propane Safety Information Brochure

I, _____ have received and read the information listed above.
(Print Name)

I understand and agree to the following policies; Out-of-Gas and Leak/Pressure testing policies set forth by Petro Serve USA.

(Customer Signature)

(Date)

Please sign form and return in Enclosed Envelope



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Propane Service Policies

Petro Serve USA promotes regular routes to maximize our efficiencies, minimize our costs, which in turn helps to keep our propane reasonably priced. Petro Serve USA is extremely concerned about the safety of its customers and employees. It is very important that you work with us to maintain a propane program that is safe, economical and efficient.

Credit Policy and Interest Charges

In consideration for receiving credit from Petro Serve USA, applicant agrees to abide by all terms on billing invoices including service charges of 18% APR or 1.5% per month. Applicant agrees to pay all cost of collections, including attorney costs if necessary. Applicant authorizes release of information from other credit suppliers for the purpose of evaluating credit. Applicant hereby agrees to all terms and conditions of the credit application.

Will Call Customers

Customers who are not on a route service must call in their request for delivery service. To avoid out of gas and service interruptions, it is strongly recommended that Will Call customers closely monitor their propane tanks and notify Petro Serve USA when their tank level reaches 25%. Upon receiving a request for delivery of propane, Petro Serve USA will deliver the propane within 3-5 business days.

Property Changes

If you sell your property please inform us immediately so we can get the new owners set up and transfer the tank(s) under the new account. The tank will remain under the current owner's name until the new owner is set up with an account. If we do not find out about a sale of a property until the new owner needs a delivery, then there could be a time delay in getting a new account setup and a delivery scheduled.

Access to Property

It is agreed that Petro Serve USA propane employees are granted access to the property for servicing and inspection of the propane system. Customers agree to make reasonable accommodations to be present and make accessible interior buildings. In the winter driveways must be plowed after every snowstorm. Driveways must also be plowed wide enough for our trucks to enter and path must be cleared to the tank. If the driver feels it is unsafe due to ice or snow (or other obstacles), we may need to postpone the delivery until conditions improve.

Customer Owned Tanks

Customer owned tanks must have a valid data plate displayed on the tank. Tanks without a data plate will not pass tank inspection, and will not be serviced by Petro Serve USA.

Propane Service Policies – continued

Route Service

We encourage all customers to have our scheduled delivery service via a monitor. With this service propane is delivered to you on a regular basis, without having to place an order. Below is our propane Delivery Types:

Propane Delivery Types: *Propane must be purchased from Petro Serve USA if you lease a tank from us.* You can check with the office to see what delivery type (listed below) that we have on your account. Most customers are defaulted to Will Call.

- **Regular Scheduled Delivery (RSD)**, the system is designed to automatically create orders without notice based on a set number of days from their last fill. We typically have customers set up on either a 30, 60 or 90 day delivery pattern.
- **Monitors**, if a customer's tank is equipped with a monitor we are automatically notified by email of the tank levels and delivery is made accordingly without notice to the customer. You are welcome to place an order anytime if you do not want to wait for the monitor to alert us.
- **Will Call**, if a customer is setup as will call, we ask that the customer please call in when your gauge is around 25%. Orders are placed into our driver routing system, and delivery time is 3-5 business days, so please plan ahead to avoid expensive emergency delivery fees.

**** These services do not guarantee a customer cannot run out of gas. The customer is ultimately responsible for any outages and should check the gauge periodically for accuracy.**

Termination of Services

Petro Serve USA reserves the right to terminate services under the following conditions:

- ❖ **Out of gas** – Petro Serve USA will allow two out of gas situations. If a third out of gas situation occurs, our company will terminate services.
- ❖ **After Hours calls** – Petro Serve USA will terminate service after three after hours calls are made.
- ❖ **Same Day Deliveries** – Petro Serve USA will terminate services after three same day deliveries are made.
- ❖ **Credit** – Petro Serve USA will terminate services to those accounts that are placed on a COD basis with no payment arrangements made.

Pressure Test and System Check Policy

Accidents can result from the failure to perform a complete system pressure test and/or leak check from the propane tank to the system pilot orifices. Petro Serve USA must verify the integrity of your LP gas system with a pressure test and/or leak check as defined by NPGA Bulletin T403, and document the results. The following situations call for a system check:

1. New System or New Customer
2. Occupancy Change
3. System Interruption following repairs or modifications, changing regulators, turning off the gas, etc.
4. Out-of-Gas situations
5. Suspected Leak
6. Customer adds appliances or tampers with the system and Petro Serve USA is made aware of it.

The following National Fuel Gas Code, ANSI Z223.1-1999, describes the procedures for qualified persons servicing a system for gas utilization:

System and Equipment Leakage Test

- 4.2.2 *Before turning gas on.* Before gas is introduced into a system of new gas piping, the entire system shall be inspected to determine that there are no open fittings or ends and that all manual valves on equipment are closed and all unused outlets are closed and plugged or capped.
- 4.2.3 *Test for Leakage.* Immediately after the gas is turned on into a new system or into a system that has been restored after an interruption of service, the piping system shall be tested for leakage. If leakage is indicated, the gas supply shall be shut off until necessary repairs have been made.
- 4.2.4 *Placing Equipment in Operation.* Gas utilization equipment shall not be permitted to be placed in operation until after the piping system has been tested and determined to be free of leakage and purged in accordance with 4.3.2.

Pressure Test and System Check Policy – continued

Petro Serve USA has adopted the following charges for pressure testing and/or leak checking:

1. NEW CUSTOMER – *NO CHARGE*
 - a. New tank setting, new system installed by our company
2. OCCUPANCY CHANGE – *NO CHARGE*
 - a. Unless repairs or replacements are necessary
3. OUT OF GAS
 - a. “RSD/Monitor” customers – *NO CHARGE *if all terms/conditions are met**
4. “Will Call” or COD CUSTOMERS - *Subject to the current Leak Check Fee Schedule.*
5. SYSTEMS INTERRPTION - *Subject to the current Leak Check Fee Schedule.*
6. SUSPECTED LEAK - *Subject to the current Leak Check Fee Schedule.*

GAS CHECK/SYSTEMS CHECK:

Insurance regulations and industry standards recommend or require a Petro Serve USA technician to perform a scheduled systematic inspection of your propane gas system from the tank at least once every 5 years. The customer must be on-site while the system check is being performed. If regulators are older than 15 years, we ask that they be replaced. The charge to conduct this service is subject to the current Pressure Testing and System Check Fee Schedule. Charges do not include additional labor and materials needed for repairs or modifications.



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OUT-OF-GAS POLICY

Our mission at Petro Serve USA is to provide propane in a way that is as safe as possible for you and our employees. Unfortunately our driver and service techs are reporting to your residence/business upon receiving your report of an outage or leak. It is imperative that you are home so we can check the entire gas system for leaks. If we arrive with no one home and a pressure test fails, we will not fill the requested tank. Any return trip will result in an additional charge.

Our drivers make deliveries based on a Regular Schedule Delivery system (RSD) and so customers that run out of propane may experience a longer wait time than desired, while their delivery is scheduled into a route. It is imperative that you monitor the level of your tank as Petro Serve USA will not be responsible for outages.

If a customer should experience an out Out-of-Gas situation, the customer should:

1. Close the service valve on the propane storage tank
2. Shut off all appliance valves
3. Call your propane supplier immediately

Charges for Same Day, Out of Gas, Weekend or After Hours

| | |
|--------------------------|----------|
| Pressure Test/Leak Check | \$75.00 |
| Same Day Delivery | \$200.00 |
| After Hours/Weekends | \$400.00 |

Please contact the propane department for more information.
Cash Discounts available on all deliveries of propane.

Tank levels are ultimately the responsibility of the customer and Petro Serve USA is not responsible for customer propane outages.

LIGHTING PILOT LIGHTS



IF A PILOT LIGHT REPEATEDLY GOES OUT or is difficult to light, there may be a safety problem. **DO NOT** try to fix the problem yourself.

YOU ARE TAKING THE RISK of starting a fire or an explosion if you attempt to light a pilot light yourself. **IT IS STRONGLY RECOMMENDED** that only a qualified professional light any pilot light that has gone out.

APPLIANCE MAINTENANCE

LEAVE IT TO THE EXPERTS. Only a qualified professional has the training to install, inspect, service, maintain, and repair your appliances. Have your appliances and propane system inspected just before the start of each heating season.

HELP YOUR APPLIANCES “BREATHE.” Check the vents of your appliances to be sure that flue gases can flow easily to the outdoors; clear away any insect or bird nests or other debris. Also, clear the area around your appliances so plenty of air can reach the burner for proper combustion.

DO NOT TRY TO INSTALL, MODIFY, OR REPAIR valves, regulators, connectors, controls, or other appliance and cylinder/tank parts. Doing so creates the risk of a gas leak that can result in property damage, serious injury, or death.

HAVE OLDER APPLIANCE CONNECTORS INSPECTED. Certain older appliance connectors may crack or break, causing a gas leak. If you have an older appliance, have a qualified professional inspect the connector. Do not do this yourself, as movement of the appliance might damage the connector and cause a leak.



FLAMMABLE VAPORS ARE A SAFETY HAZARD.

A pilot light on your propane appliance can ignite vapors from gasoline, paint thinners, and other flammable liquids. Be sure to store and use flammable liquids outdoors or in a area of the building containing no propane appliances.

DO NOT RISK IT! If you cannot operate any part of your propane system, or if you think an appliance or other device is not working properly, call your propane retailer or a qualified professional for assistance.



Gas can leak through an open gas line. If you disconnect an appliance from a gas line or are otherwise aware of an open gas line, be sure to contact your propane retailer or a qualified professional to close, cap, or plug the open gas line.

RUNNING OUT OF GAS



DO NOT RUN OUT OF GAS. SERIOUS SAFETY HAZARDS, INCLUDING FIRE OR EXPLOSION, CAN RESULT.

If your propane tank runs out of gas, any pilot lights on your appliances will go out. This can be extremely dangerous.

A LEAK CHECK IS REQUIRED! Many states require the propane system to be checked for leaks before turning on the gas. Contact your propane retailer or a qualified professional to perform a leak check and turn on the gas.



Never turn the gas on at your propane tank. Contact your propane retailer or a qualified professional to check for leaks, turn on the gas, and re-light pilot lights on the appliances.

For more information, please visit: www.propane.com



IMPORTANT PROPANE SAFETY INFORMATION

for you and your family

IF YOU SMELL GAS OR SUSPECT A GAS LEAK

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 AT THE TANK. Turn off the main gas supply valve on your propane tank, if it is safe to do so. To close the valve, turn to the right (clockwise).

4

REPORT THE LEAK. Once you are safely away from the gas leak, call your propane retailer right away. If you cannot reach your propane retailer, call 911 or your local fire department.

5

DO NOT RETURN TO THE BUILDING OR AREA Until your propane retailer, emergency responder, or qualified professional determines that it is safe to do so.

6

GET YOUR PROPANE SYSTEM CHECKED. Before you attempt to use any of your propane appliances, your propane retailer or a qualified professional must check your entire propane system to ensure that it is leak-free.

CAN YOU SMELL IT?

Propane has a foul odor that has been compared to garbage, sewage, a skunk's spray, or a dead animal.

Some people may have difficulty smelling propane.

Causes may include:

- Age (older people may have a less sensitive sense of smell)
- The effects of medication
- Medical conditions such as colds, allergies, or sinus congestion
- Alcohol, tobacco, or drugs
- Tobacco smoke, cooking odors, musty or damp smells, and other strong odors.

The propane smell may not wake up someone who is sleeping. It may also be in an area of the building where it may not be detected, such as a basement, an attic, or a garage.

ODOR LOSS is an unintended reduction in the concentration of the odor or propane, making it more difficult to smell. Situations that can cause odor loss include the presence of air, water, or rust in a propane tank or cylinder, or the passage of leaking propane through the soil.



Since there is a possibility of odor loss or problems with your sense of smell, you should respond immediately to even a faint odor of gas.

PROPANE GAS DETECTORS

Under some circumstances, you might not smell a gas leak. Propane gas detectors are designed to sound an alarm if they sense propane, even if the odorant cannot be detected. It is recommended that you consider installing one or more gas detectors listed by Underwriters Laboratories (UL) in your home. Detectors can provide an extra measure of safety.

Follow the manufacturer's instructions regarding use. If a detector is sounding an alarm, treat it as an emergency and act immediately, even if you do not smell propane. Never ignore the smell of propane, even if no detector is sounding an alarm.

CARBON MONOXIDE AND YOUR SAFETY



WHAT IS CARBON MONOXIDE (CO)?

You cannot taste or smell carbon monoxide, but it is a very dangerous gas, produced when any fuel burns. High levels of carbon monoxide can come from appliances that are not operating correctly, or from a venting system or chimney that becomes blocked.

IF YOU SUSPECT CARBON MONOXIDE IS PRESENT, ACT IMMEDIATELY!

- 1 If you or a family member shows physical symptoms of carbon monoxide poisoning, get everyone out of the building and call 911 or your local fire department.
- 2 If it is safe to do so, open windows to allow entry of fresh air, and turn off any appliances you suspect may be releasing carbon monoxide.
- 3 If no one has physical symptoms of carbon monoxide poisoning, but you suspect that carbon monoxide is present, call your propane retailer or a qualified professional to check carbon monoxide levels and your propane equipment.

TO HELP REDUCE THE RISK OF CARBON MONOXIDE POISONING:

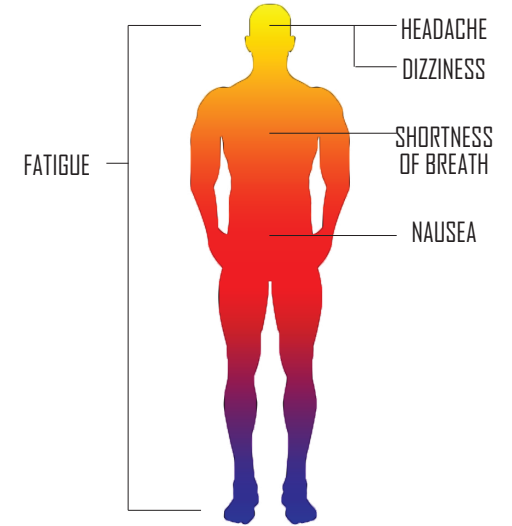
- Have a qualified professional check your propane appliances and related venting systems annually, preferably before the heating season begins.
- It is recommended that you consider installing carbon monoxide detectors on every level of your home. Follow the manufacturer's instructions regarding use.
- Never use a gas oven or range-top burners to provide heating.
- Never use portable heaters indoors unless they are designed and approved for indoor use.
- Never use a barbecue grill (propane or charcoal) indoors for cooking or heating.
- Regularly check your appliance exhaust vents for blockage.

CARBON MONOXIDE CAN BE DEADLY



High levels of carbon monoxide can make dizzy or sick (see below). In extreme cases, it can cause brain damage or death.

SYMPTOMS OF CARBON MONOXIDE POISONING INCLUDE:



SIGNS OF IMPROPER APPLIANCE OPERATION THAT CAN GENERATE HIGH CARBON MONOXIDE LEVELS:

- Sooting, especially on appliances and vents
- Unfamiliar or burning odor
- Increased moisture inside of windows
- Yellow flames.

WHAT IS PROPANE?

Propane (also called LPG - liquefied petroleum gas - or LP gas) is a liquid fuel stored under pressure. In most systems, propane is vaporized to a gas before it leaves the tank. Propane is flammable when mixed with air (oxygen) and can be ignited by any sources, including open flames, smoking materials, electrical sparks, and static electricity. Severe "freeze burn" or frostbite can result if propane liquid comes in contact with your skin.