



July 31, 2024

Dear Patron:

We would like to take this opportunity to thank all our propane customers for their patronage.

Enclosed you will find a pamphlet titled "Important Propane Safety Information". This pamphlet provides detailed information regarding what to do when you smell gas, symptoms of carbon monoxide poisoning, and the "Scratch and Sniff" propane sample.

When handled wisely and with respect, LP-Gas is a safe, efficient, and clean fuel. Bemidji Cooperative Association has established a program to provide you with warning and safety information about propane gas.

We would like to remind you of the mandatory National Fuel Gas Code. This code requires that our delivery personnel must do a "leak check" on the customer's fuel system whenever there is an Out-of-Gas. Out-of-Gas is not only an inconvenience to you, but also for us and is a safety concern for you and our employees. Customers with a fuel back-up system are encouraged to monitor their tank more frequently when in use.

Please review the following:

- **It is required that the customer be home when a "leak check" is necessary.**
- **If you shut off your tank - it is still an interruption of service and a "leak check" is still required.**
- **If you require a "leak check," there will be an additional \$45.00 charge.**
- **If you require a same day (ordered prior to 1pm) delivery, which includes a leak test, there will be an additional \$175.00 charge.**
- **If you require a next day delivery, which includes a leak test, there will be an additional \$75.00 charge.**
- **If you require a delivery (ordered after 1pm) or service work after business hours, there will be an additional \$250.00 charge.**
- **If you require a delivery or service work on a holiday, there will be an additional \$300.00 charge.**
- **After hours service and holiday service work will be billed at the prevailing rate (\$115.00) after first hour.**
- **If you allow your tank to run empty 3 times in one season, Bemidji Co-op will have the option of removing your tank.**

Also, we would like to mention a few things about the Regular Scheduled Delivery (RSD) program. This program was referred to the "Keep Fill" program, which no longer exists. The RSD program has been in effect for the last 20 or more years. It is designed to try and schedule the delivery when your tank is around 30%. This program does not guarantee that we will never have issues that arise and does require that you need to keep an eye on the level of gas in your tank and call us if you get below the 30% range. Bemidji Co-op Assn is not responsible for out of gas situations, the customer is still responsible to check their tanks on a regular basis.

We encourage you to read the enclosed information. If you have specific questions about propane gas or our services, please call our office. Remember that leak checks will be conducted on all interruptions of gas service.

Sincerely,
Bemidji Cooperative Association

➤ **IF YOU SMELL PROPANE, PLEASE CALL OUR OFFICE IMMEDIATELY!**