

CEDAR COUNTY COOPERATIVE

TIPTON, IA

OUT OF GAS POLICY

It is the policy of Cedar County Cooperative to follow the guidelines prepared by the National Fuel Gas Code and the National Propane Gas Association. An “Out of Gas Policy” or interruption of gas supply situation provides for a potentially dangerous circumstance. The following steps must be taken to ensure both the safety of the customer and delivery person. It is imperative and we must stress that someone be home to give us access to the inside of the house or building. In the event that we do not have access to the inside of the structure, we will not leave gas.

1. When a customer calls and informs Cedar County Cooperative, that their LP tank is empty, the customer will be instructed to shut off all service valves and all appliance valves. The employee taking the call must record the following information on the order form the date, time, and location of the tank, whom you are speaking with and the phone number where they may be reached. Find out what appliances are on propane gas.
2. When Cedar County Cooperative delivery personnel arrive at the customer’s location to make the LP delivery, the delivery personnel will first determine whether the tank is empty or has LP remaining in the tank. If the LP tank is empty, the delivery person shall close the tanks outlet valve, lock the tank **“Out Of Service”** and require an LP Safety Check for the customer’s location before filling the tank. The customer must be home before we can put propane back into the tank. If they are not home and we have to make a second trip to the residence an additional charge will be incurred.
3. If the tank is empty a service person **MUST** then perform a leak check on the entire LP system to check for any leaks prior to the tank being placed back in service. This check shall be done in accordance with the procedures set down in National Propane Gas Association pamphlet #C102. A copy of the pamphlet will be left with the customer when a LP safety Check is performed.
4. If a leak is found in the LP system, repairs shall be done immediately and gas service shall not be resumed until the leak is repaired.
5. When setting up new LP systems or repairing existing systems the procedures and regulations outlined in pamphlets # 54 and #58 from National Propane Gas Association shall be followed. All new installations require that complete check of the entire LP system be performed before the system is placed in service. This shall be done in accordance with the procedures outlined in the LP-GAS SERVICEMAN’S MANUAL on pages 29-32
6. After an LP Safety Check is performed and it is determined there are no leaks, the tank can be refilled with LP. After the tank has been refilled, the LP service person will place all appliances in service and make certain all pilots are properly lighted. **Relighting appliances is the responsibility of a qualified person and for safety reasons should not be done by a customer. If the service person does not have access to appliances then the service valve on the tank MUST remain locked and the tank left in an “Out of Service” status.**
7. If a customer is on the Keep Full List and their charge account is paid to a current position and the customer’s tank runs empty, Cedar County Cooperative shall provide the LP Safety Check at no charge to the customer.

8. **If the customer reads their own tank and calls for service or is removed from the Keep Full List because of failure to maintain their charge account in a current position and the customer allows the tank to run empty, then there shall be a \$50 charge to perform the LP Safety Check. This amount must be paid prior to the LP Safety Check being performed and prior to any LP being placed in the tank. A "Read your own" LP Safety Check shall be handled during normal business hours (7:30 am to 5:00 p.m., Monday thru Friday). If the out of gas service call requires an after hours LP Safety Check and LP delivery, then the fee to perform the LP Safety Check shall increase to \$100.**
9. **Under no circumstances shall an empty LP tank be refilled or placed back in service without an LP Safety check being performed.**
10. For the safety of our customers, Cedar County Cooperative shall provide an LP Safety Check for anyone requesting the service, for the sole purpose of checking their existing system, at a charge of \$35. Please contact your local Cedar County Cooperative office to schedule this service.

SAFETY SAFETY SAFETY SAFETY SAFETY SAFETY SAFETY

TIPTON
 P O Box 192
 Tipton, Iowa 52772
 Office 563-886-6177
 Fax 563-886-2508
 1-888-419-6759



WEST BRANCH
 P.O. Box 821
 West Branch, Iowa 52358
 Office 319-643-7101
 Fax 319-643-7120
 1-800-383-3939

Customer Application

Type of Application (check one) _____ Individual _____ Partnership _____ Corporation

Applicant Name: _____ Soc Sec # _____

Business Name: _____ FEIN # _____

Address: _____ Are you over 18? - Yes - No See Below

Address: _____ Telephone # _____

City, St., Zip _____ Cell Phone # _____

Spouse's Name _____ Soc Sec. # _____

Soc Sec. # _____ Cell Phone # _____

Household Own or Lease (circle) _____ If Rent Landlords Name _____

Employment Info: Telephone # _____

Current Employer _____

Address _____ How Long? _____

City, St., Zip _____

Banking Info: Telephone # _____

Name of Bank _____ Contact _____

Address _____

City, St., Zip _____

Credit Reference(s) Telephone # _____

Company Name _____ Telephone # _____

Company Name _____ Telephone # _____

Product/Services Requested

Cardrol Fuel Card _____ If yes how many cards? _____ Do you want a pin number? _____

LP Gas _____ Tank owned/Leased _____ Crop Inputs _____

Diesel Fuel _____ Tank owned/Leased _____ Feed _____

TERMS AS FOLLOWS

Account balances are due at the end of the month following the previous months statement cycle. A Finance Charge of 1.65% per month (19.8% apr) will be applied to balances over 30 days old. The applicant agrees to pay all costs associated with collections, including court costs and attorney fees. Applicant authorizes any Credit Bureau, Banks, or Suppliers to release information requested. Applicant acknowledges the receipt of a propane safety guide with signature provided below. Any deviation to these terms will be provided on the invoice of product or services billed.

SIGNATURES: INDIVIDUAL

PARTNERSHIP

CORPORATION

 Individual Signature

 Partnership Signature

 Presidents Signature

 Spouse Signature

 Partnership Signature

 Secretary Signature

****Parent/Guardian to Sign if Applicant is Under 18