

# Central Farmers Coop Safety & Delivery Policies

To All Home Heating Patrons:

*As a valued propane customer, your safety is our main concern and we would like to make you aware of our delivery policies. Our policies follow the National Fire Protection Association mandates, state codes, insurance requirements and CFC credit policies. We appreciate your business and look forward to serving you this coming season.*

1. **At least annually**, all customers will be mailed safety literature. Safety information will also be included in our newsletter, and on our website ([www.cenfarmcoop.com](http://www.cenfarmcoop.com)). We ask that you share this information with everyone in your household, and call us if you have any questions.
2. **Pressure Tests / Leak Checks:** Pressure tests are done to ensure the integrity of the system's lines. If new lines are installed, a pressure test is required. Leak checks are done to ensure the system is leak free. Leak checks are required for the following: a) New customers or new installations, b) Out of gas calls, c) Change in tenant, d) After any repair or if a leak is suspected. We are also continuing our program to leak check our customers systems at least once every 5 years.
3. **New Customers:** The customer **MUST** be present at the time of the first delivery. A system inspection and leak check are required before the tank is filled. This information will be documented on an inspection form that will be signed by you, the customer. If deficiencies are found, **no gas will be left until the deficiencies are corrected**. The driver will provide and review appropriate safety information and explain the operation of the system.
4. **Regulators:** We recommend replacing regulators according to manufacturer's specifications. If your regulator is out of date, we need to replace it. Not only is this more efficient, it will be much safer for you and your family. Our employee will be checking dates of regulators, and will notify you if it needs replacement
5. ***Minimum Delivery & Routing:*** Central Farmers strongly encourages all customers to be on a service route. If a customer is on a service route and runs out of propane, there is no charge for a leak check. If a customer does not keep their account current, they will be removed from the service route, and required to pay cash. The minimum delivery for call-in customers is 200 gallons. If the tank is smaller than 200 gallons, it will be filled. A call-in customer that orders less than 200 gallons will be charged a delivery fee of \$50.00 in addition to the propane. We require a 48-hour delivery notice for call-in customers, or special trip charges will apply also.
6. **Out of Gas Calls & Special Trip Charges:** The customer ***MUST be present at the time of delivery***; or no gas will be delivered. We will need to perform a required leak check and re-light your pilots. There is a ***\$50.00 fee for an out-of-gas situation***, along with the cost of the propane. If the delivery is made after regular hours, there will be an additional ***\$50.00 trip charge***.

Thank you for reviewing the policies that have been adopted for the safety of our customers and employees. Please call if you have any questions or comments.