

Suburban Propane Notice of Public Awareness

READ AND PROVIDE THIS IMPORTANT SAFETY INFORMATION TO ALL END USERS!

Para información de seguridad en Español, llame al 1-888-223-0029

This notice is to inform customers and persons in control of the property where the propane pipeline system is located of the hazards associated with the pipeline system and how to respond if a propane leak is detected. Please read the contents carefully and forward this information to any persons using or working in the vicinity of propane equipment on your property. Our goal is to ensure that propane is provided to each customer in a safe and reliable manner. Persons in control of the property should consult federal, state and local laws regarding pipeline operations including your public awareness education responsibilities.

1. Purpose and reliability of the propane pipeline system - The pipeline system is designed to distribute propane to customers for heating and/or other purposes and may extend to public facilities or other structures on the property. This propane pipeline system is operated and maintained in accordance with an operation and maintenance plan. This plan contains procedures for safely operating, maintaining and monitoring the system. An authorized government agency may inspect the propane pipeline system for compliance with federal and state rules and regulations.

2. Hazards of the pipeline and prevention measures - Propane can leak from pipeline facilities damaged due to corrosion, outside force, natural events or equipment failure. Because propane is a flammable commodity, propane leaks, under certain circumstances, have the potential to cause harm. As such, the system is surveyed for leaks on a periodic basis. All hazardous leaks are repaired. All main valves are inspected to ensure that they are operable. The propane system is routinely patrolled to ensure that hazardous conditions are noted and corrected.

3. Damage Prevention - The propane pipeline system is susceptible to damage caused by outside forces such as those caused by excavation, vehicular traffic, or excessive loads placed on meters/regulator set assemblies. Restricted access to main valves and meter set assemblies could result in severe consequences in the event of emergency. The greatest risk to underground propane pipelines is damage caused during excavation. **Before you dig, call 811 or consult other state and local requirements.** Do not park vehicles near propane meters/regulators or pipelines that are not protected by barriers. Do not remove meter supports or place heavy items on top of meter set assemblies. Do not restrict access to main valves or meter set assemblies. Residents should inform the billing party of any potential hazards including propane meters/regulators that are vulnerable to vehicular damage or that need support. **Customer** is to make sure building openings are not created and sources of ignition are not installed within the area of propane tanks, regulators, meters or propane equipment.

HEAVY SNOW OR ICE – Heavy accumulations of snow, ice or icicles falling from roof eaves on regulators, piping, tubing or valves may cause damage that could result in a gas leak. Regulator vents must remain clear of snow and ice to operate properly. Check the regulator vents on the propane system to be sure they are free of condensation, which if frozen, could cause a malfunction. If a regulator vent is clogged with ice or snow, contact Suburban Propane immediately. Appliance vents, chimneys and flues must be kept clear of snow and ice so appliances may vent properly, especially on roofs of mobile homes. Customer shall arrange for protection of regulators from the elements and, where applicable, for protection of piping, regulators, meters, etc. from the forces of accumulated snow/ice/icicles with a protective structure (contact your local building department or fire official for guidance). When removing snow:

- Use care around tanks, piping, tubing, valves, regulators and other equipment to prevent damage
- Use a broom instead of a shovel.
- Do not shovel snow from roofs onto propane equipment. The weight of the snow/ice/icicle could damage propane equipment causing a leak.

Customer is to make sure meter/regulator sets remain protected so operation will not be affected by the elements (rain, sleet, snow, ice, mud, debris). Regulator vent should be pointed down and be checked regularly.

4. How to recognize and respond to a leak –

Odor: Propane is a highly flammable gas. An additive has been added to the propane, which gives it a distinctive odor similar to rotten eggs, a skunk's spray, or a dead animal. Some people may have difficulty smelling propane due to their age (older people may have a less sensitive sense of smell); a medical condition; or the effects of medication, alcohol, tobacco, or drugs. Consider purchasing a propane gas detector as an additional measure of security.

Vegetation: Propane leaking from an underground pipeline can destroy vegetation by starving the roots of air and water. An unusual dry patch of vegetation within an otherwise green area could indicate a below ground propane leak.

Sound: A blowing or hissing sound could indicate the presence of a propane leak.

Fungus-like growth: Propane leaks in valve boxes, manholes, etc., may develop a fungus like growth that is generally white in color.

IF YOU SMELL, HEAR OR SEE GAS



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



4. REPORT THE LEAK. From a neighbor's home or other nearby building away from the gas leak, call your propane retailer right away. If you can't reach your propane retailer, call 911 or your local fire department.



5. DO NOT RETURN TO THE BUILDING OR AREA until your propane retailer determines that it is safe to do so.



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



CAN YOU SMELL IT? ODOR FADE is an unintended reduction in the concentration of the odor of propane, making it more difficult to smell. Although rare, several situations can cause odor fade: The presence of air, water, or rust in a propane tank or cylinder The passage of leaking propane through soil The exposure to building materials, masonry or fabrics



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

To learn what propane smells like, Customers unfamiliar with that smell should call Suburban's Safety Information Request Center at 1-888-223-0029 and order the pamphlets called "Important Propane Safety Information for You and Your Family" and/or an expansive "Propane Safety" booklet to obtain a Scratch and Sniff Test, free of charge. Pamphlets can also be purchased through Propane Education & Research Council (PERC) at 1-866-904-1075 or www.propanecatalog.com.

PROPANE GAS DETECTORS

Propane gas detectors sound an alarm if they sense propane in the air. They can provide an additional measure of security in homes with little-used areas or with occupants who have difficulty smelling propane.

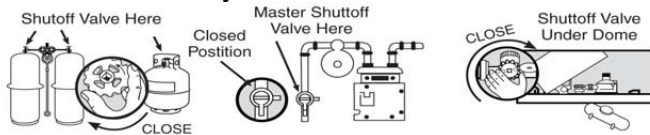


GUIDELINES regarding propane gas detectors:

- Buy only units that are listed by Underwriters Laboratories (UL).
- Follow the manufacturer's instructions regarding installation and maintenance.
- Never ignore the smell of propane, even if no detector is sounding an alarm.

EQUIPMENT AWARENESS

KNOW HOW TO SHUT OFF YOUR GAS SUPPLY. Know where the gas supply shutoff valve to your premises valve is located. Tank and cylinder valves must be turned to the right (in a clockwise direction) to stop the flow of gas.



5. How to get additional information

For additional information, contact your local Suburban Propane office. Also visit the websites of the U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration (<http://www.phmsa.dot.gov>). We urge you to visit www.suburbanpropane.com for Consumer Safety Information prepared by the Propane Education & Research Council (PERC). Pamphlets called "Important Propane Safety information for You and Your Family," "Important Propane Safety Information for Users of Small Cylinders" (including cylinder transportation, storage and inspection procedures), an expansive "Propane Safety" booklet, weather/natural disaster information, and Suburban's Material Safety Data Sheet (MSDS) may be read and downloaded online. These documents are also available free of charge by calling Suburban at 1-888-223-0029 and PERC pamphlets containing a Scratch and Sniff Test of propane odor can be purchased at 1-866-905-1075 or www.propanecatalog.com.