

WHAT IS AN INTERRUPTION OF SERVICE?

An interruption of service occurs when you replace, modify, repair, or service your propane gas system and includes, but is not limited to, any scheduled or routine maintenance, upgrades to your system, or expansion or reduction in the size of your system.

An interruption of service can also occur when your system is unexpectedly damaged or requires unforeseen repair or replacement. By state law, propane gas systems must be checked for leaks by a qualified person if there is an interruption of service.

In the event of a planned interruption of service, you must provide your retail supplier with notice of your plans at least seven (7) days in advance. If the interruption of service is due to an emergency replacement, repair, or servicing, then you must notify your retail supplier as soon as possible, by in no event later than twenty-four (24) hours after the repair or service is completed.

Examples of an interruption of service include:

- Planned repair, replacement, addition to, removal of, or service to propane gas piping or pipe fittings; pressure regulators; or replacing devices that use propane, such as a stove, furnace or hot water heater;
- Emergency repair, replacement, or servicing of propane gas piping or fittings; pressure regulators; or replacement of devices that use propane, such as a stove, furnace, or water heater.
- Running out of propane gas for any reason.

DELIVERY PLANS

We offer two delivery plans for our customers. You can choose Regular Schedule Delivery (RSD) or Will Call. You must have a current account to be RSD.

SUMMER FILL

- All customers using “keep-fill” delivery will have tanks automatically filled according to your regular scheduled delivery
- Accounts must be current
- All customers using “call-in” delivery must contact us to schedule tank filling
- A 200 gallon minimum delivery for tanks 500 gallons or under or 400 gallon minimum for 1,000 gallon tank applies to all customer orders
- Summer Fill Program ends August 31st
- Five-day delivery policy does not apply to summer fill, but we will work your order into a route

PREPAY CONTRACT

Option to contract gallons of propane at a locked in price for the upcoming heating season. Contract season runs from October 1 through April 30. Contract prices usually come out toward the end of July.

BUDGET PLAN

- Pay a set amount each month rather than one large bill at the time of delivery.
- All accounts will be reconciled in May, and remaining balance due in June.
- Gas will be priced at current posted price at time of delivery. **Prices are not locked in.**

TANK LEASE RENT

All leased tanks that do not receive at least 1 fill during the previous July-June will be charged a lease fee. For example, a fill for a 500 gallon tank is 400 gallons, and 800 gallons for a 1,000 gallon tank.



PROPANE

Safety, Warning & Informational Brochure

2020-2021

Updated

**** Important Updates - Please Read****

- * Detecting Propane Leaks
- * Smell Gas?
- * Out of Gas Procedure
- * Interruption of Service
- * Summer Fill
- * Prepay Contract Options
- * Budget Program

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DETECTING PROPANE GAS LEAKS CAN PREVENT SERIOUS ACCIDENTS

Changes in Wisconsin law now impose notification requirements¹ upon you relating to your propane gas system. These changes put a greater emphasis on detecting propane gas leaks to prevent serious accidents that could affect the safety of you and others.

The purpose of this information is to outline your notification obligations as the owner, lessee, or user of a propane gas system. For your safety and the safety of others, it is essential that you satisfy your notification requirements. Failure to comply with your legal obligations could subject you to penalties and other liability.

As the owner, lessee, or user of a propane gas system—which consists of one or more containers or tanks having a total water capacity of at least 100 gallons and includes all associated piping and components up to a point of connection for devices (stove, furnace, water heater etc.) that



use propane—you must notify your retail supplier of any interruption of service to your propane system.

¹ Wisconsin State Statute 101.16 (4) (b) states:

101.16 (4) (b) 1. A person who owns, leases, or uses a propane gas system and who is a customer of a retail supplier shall notify the retail supplier of propane gas for the propane gas system of any interruption in the operation of the propane gas system due to the replacement, modification, repair, or servicing of the propane gas system by any person other than the retail supplier. The customer shall provide the notice at least 7 days in advance of the interruption in the operation of the propane gas system, except as provided in subd. 2. The retail supplier, or the person replacing, modifying, repairing, or servicing the propane gas system, shall perform a check for leaks or other defects in the propane gas system before placing the propane gas system back into operation in the manner required by rule.

2. If the interruption of a propane gas system subject to subd. 1. is due to emergency repair or servicing, the customer shall provide the notice to the retail supplier as soon as possible and no later than 24 hours after the repair or servicing is completed.



IF YOU SMELL 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 a fire or an explosion.
- 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 it is safe to do so.
- 6. GET YOUR SYSTEM CHECKED.** Before you attempt to use any of your appliances, your propane retailer or a qualified service technician must check your entire system to ensure that it is leak-free.

To report an interruption of service contact:



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Min Delivery 325-500 gallon tank	200 gallons
Min Delivery 1000 gallon tank	400 gallons
Order Deadline	Five business days
Off Route Delivery Charge	\$100.00
Below Minimum Delivery Charge	\$50.00
After Hours/Weekend Delivery Charge	\$250.00
Pump Out Charge	\$150.00
Leak Test & Check Pilot Lights	\$60.00 + Tax
Tank Pick-up Fee	\$75.00 + Tax
Temporary Set Fee	\$150.00
Labor Charger Per Hour	\$85.00 + Tax

OUT OF GAS PROCEDURE

We are in the business to service you and make a safe working environment for you and our employees. We realize there are times when our customers, unfortunately run out of gas. This can create an unsafe environment for both you and our delivery drivers, especially if these emergency deliveries occur late at night or in a snowstorm.

In addition, our drivers run regular routes to maximize their efficiency and minimize operating costs. Customers who run out of gas may experience a long wait before the delivery driver can bring gas to your location.

If you experience a situation where you run out of gas:

1. Close the service valve on the propane storage tanks
2. Shut off all appliance valves
3. Call us immediately
(If you smell gas, call from a neighbors phone)

In the event of an outage, It is required that you are home so we can check your gas system for leaks and light all pilots. If we arrive and no one is home, we WILL NOT fill your tank.

The driver will leave instructions for you to call us. This return trip will result in an additional charge.

CHARGES FOR OUT OF GAS SITUATIONS

1. Customers on Regularly Scheduled Delivery is our responsibility. (No charge)
2. Customers on Will Call, COD, or delinquent accounts:
 - \$85 + tax - leak check & check pilot lights (light if necessary)
 - \$75 per hour if more than 15 minutes service is required
 - \$100 - off-route service
3. Also, all other delivery fees would be in addition to the above charges.

***Three Strikes and You Are O-U-T!
Your tank will be pulled after three outage calls***