

**FIRST COOPERATIVE ASSOCIATION  
960 Riverview Dr., PO Box 60  
CHEROKEE, IOWA**

**“OUT OF GAS” POLICY FOR LP GAS**

BECAUSE OF FCA’S CONCERN FOR THE SAFETY OF OUR CUSTOMERS AND THEIR FAMILIES AS WELL AS THE SAFETY OF OUR PERSONNEL WE HAVE THE FOLLOWING POLICY.

THIS POLICY SHALL ENCOMPASS NEW LP GAS CUSTOMERS, NEW LP GAS INSTALLATIONS, OUT OF GAS CUSTOMERS, AND LP GAS SYSTEMS WHERE SERVICE HAS BEEN INTERRUPTED.

- FCA WILL REQUIRE A LEAK CHECK ON THE LP GAS SYSTEM BEFORE THE GAS IS TURNED ON AND THE PILOTS ARE LIT.
- FCA WILL REQUIRE THAT ANY LEAKS BE REPAIRED PRIOR TO THE GAS BEING TURNED ON AND PILOTS LIT. (FCA WILL LOCK THE SERVICE VALVE UNTIL ANY LEAKS ARE REPAIRED AND THE SYSTEM RECHECKED AND FREE OF LEAKS.)
- A RESPONSIBLE ADULT MUST BE HOME AND PRESENT DURING THE LEAK TEST TO PROVIDE ENTRY TO THEIR HOUSE.
- A LEAK TEST FORM MUST BE FILLED OUT AND SIGNED AT THE COMPLETION OF THE LEAK TEST AND A COPY PUT IN THE CUSTOMER’S FILE.

**If your LP Gas tank runs out of gas, you should do the following:**

1. Close the service valve on the storage tank.
2. Shut off all appliance valves.
3. Call your LP Gas supplier immediately.

**If you smell LP Gas in your home, leave immediately, close the service valve on the LP Gas tank, and call your supplier from a neighbors phone.**

Below is a list of the charges for servicing customers who are out of gas and requires a LEAK TEST:

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| • New LP Gas customers                       | Leak test fee: <u>No Charge*</u>                                   |
| • New LP Gas installations                   | Leak test fee: <u>No Charge*</u>                                   |
| • Customers on FCA “Keep Full” program       | Leak test fee: <u>No Charge*</u>                                   |
| • “Will Call” customers who are “Out of Gas” | Leak test fee: <u>\$75.00*</u><br>Service Call Fee: <u>\$50.00</u> |

\*Parts and Labor to repair leaks at normal rates

**Please call one of FCA’s offices for your LP Gas needs or questions. Our goal is to provide you with the safest and most reliable propane service possible at competitive prices.**