

Suburban Propane, L.P. ("Suburban" or "Seller") Address: 1210 N MAIN ST FORT BRAGG CA 95437			
Telephone 707 - 964 - 2406		Fax 707 - 961 - 0526	
Email JFERGUSON2		@suburbanpropane.com	
Agreement Date	Account Number PENDING	Account Representative Name JESSICA FERGUSON	CSC Number 1426
Name ("Customer")		Telephone	
Customer's Email		Cell Telephone	Fax
Billing Address	City	State	Zip Code
Delivery Address	City	State	Zip Code
Delivery Address Owner if not Customer ("Landowner")	Telephone Number	Cell Telephone Number	

1. **PROPANE AND EQUIPMENT:** Customer agrees to purchase all requirements for LP-Gas ("Propane") from Suburban. Seller shall lease, maintain (and install when necessary) at the Delivery Address Suburban-owned storage tanks, regulators and/or meters as is necessary for Propane service, including, but not limited to, such items identified in any Suburban work order or other Suburban records ("Equipment"). Seller may replace, add or adjust Equipment if necessary in Seller's judgment or as requested by Customer, which items shall also be regarded as "Equipment" hereunder. Title to Equipment shall remain with Suburban at all times and shall not pass to Customer, any subsequent purchaser of the Delivery Address or other third party (including creditors). Equipment shall not become fixtures notwithstanding the manner in which it is affixed to property. Customer warrants that he/she has the legal right and Landowner's consent, if applicable, to have the Equipment installed and used at the Delivery Address for the duration of this Agreement. Customer agrees that only Suburban and its authorized representatives shall deliver Propane to, and have contact with, the Equipment. Title to any exterior and/or interior propane piping installed by Suburban is hereby conveyed to Customer. Customer is responsible for proper grounding/bonding of propane piping, shall arrange for protection of regulators from the elements and, where applicable, for protection of piping and Equipment from the forces of accumulated snow/ice.

2. **PRICE AND FEES:** As compensation for Suburban's (i) supply to Customer of Propane, (ii) lease to Customer of the Equipment, and (iii) provision to Customer of other services incidental thereto, Customer agrees to pay to Suburban (a) Suburban's per gallon price for Propane applicable to Customer on the date of delivery/meter read ("Price"), and (b) Suburban's applicable fees and charges ("Fees" or "Charges") in effect on the date of billing. **Customer understands and agrees that, unless otherwise stated by Suburban in writing, any Price quoted by Suburban on or prior to the Agreement Date applies only to Customer's first delivery of Propane and that Customer's Price for subsequent deliveries of Propane could vary with each such delivery.** Customer also understands and agrees that the Price Customer will pay for each delivery is dependent on a number of different factors, which will vary over time, including, but not limited to, the direct and indirect costs incurred by Suburban to acquire, store and deliver the Propane sold to Customer, the volume of Propane purchased by Customer and prevailing conditions. Because of this variability in Price, Customer acknowledges that the Price paid by Customer for any delivery of Propane may be different from (A) the Price charged to Customer for an earlier or later delivery of Propane, (B) the price charged at any time to other purchasers of Propane by Suburban or any other company, or (C) any published price index.

The initial amounts of Fees to be charged to Customer include:

SECURITY DEPOSIT: \$ _____	SAFETY PRACTICES & TRAINING FEE: \$ <u>9.62</u>
MINIMUM MONTHLY PURCHASE REQUIREMENT ("MMR"): \$ <u>N/A</u>	EARLY TERMINATION FEE: * \$ <u>UP TO 300.00</u>
NONREFUNDABLE EQUIPMENT RENTAL FEE: \$ <u>65.00</u> per <u>YEAR</u>	PER DELIVERY METER READ FEE: \$ _____
INSTALLATION FEE: \$ <u>TBD</u>	*Payable if Customer terminates this Agreement prior to initial term as agreed upon damages and not as a penalty.

Suburban may also charge other Fees, including, but not limited to, a Transportation Fuel Surcharge Fee, Emergency/Special Delivery Fee and the Fees set forth elsewhere in this Agreement. Fees may be based on Propane gallons delivered to Customer or on other bases, including, but not limited to, a per delivery basis or a periodic basis.

The Safety Practices & Training Fee is charged to recover some of Suburban's safety related costs including, but not limited to, in connection with Suburban's own vehicle and facility inspections as well as Suburban's employee training and testing. The Safety Practices & Training Fee does not vary with the volume delivered and is charged separately instead of being included in the Price. The Safety Practices & Training Fee and other Fees are not specifically authorized or imposed by any local, state or federal law, and the Safety Practices & Training Fee and other Fees are not collected on behalf of, or remitted to, any governmental entity.

Customer understands and agrees that the specific Fees charged and the amount of those Fees may vary over time. Customer acknowledges and agrees that itemization of Price and Fees on Suburban's Delivery Invoice, Delivery Notice or Statement will be sufficient and adequate notice to Customer of those Price and Fees and that Suburban is not required to provide Customer with additional notice of, or prior notice of changes to, Price and/or the amount or nature of Fees. Customer may obtain information about Suburban's current Price and Fees applicable to Customer from Suburban's local office, and a description of Suburban's Fees can be found online at www.suburbanpropane.com/fees.

3. **PROPANE USAGE AT DELIVERY ADDRESS:** Customer shall notify Suburban: a) of changes in fuel consumption that may require adjustment of volume and/or frequency of fuel deliveries; b) of any change in occupancy of the Delivery Address at least five days prior thereto; and c) before any Propane-fueled unit or appliance at the Delivery Address is to be connected, disconnected or replaced, and before start-up of seasonal equipment.

4. **TERM OF AGREEMENT:** This Agreement shall continue for three (3) years from the Agreement Date ("initial term") and thereafter shall automatically renew on a year to year basis unless terminated at the end of the initial term or a subsequent anniversary date by Suburban or Customer upon not less than thirty (30) days prior written notice to the other party at the address set forth above. If during the term of this Agreement, Customer shall purchase Propane from a supplier other than from Suburban, Suburban may elect to terminate this Agreement for Customer's breach. Either party can terminate this Agreement immediately upon a default by the other. This Agreement may be terminated by Suburban for health and/or safety reasons. Suburban's right to collect Late Payment Charges shall not prohibit or restrict it from declaring a payment default and terminating this Agreement.

5. **PAYMENT TERMS AND POLICY; SECURITY DEPOSITS:** A Delivery Invoice may be left at the Customer's location even if Customer is not present at the time of delivery. Payment in full is due upon the earlier of the Customer's receipt of Suburban's Invoice or monthly Statement. Suburban may suspend Propane delivery, and disconnect Equipment, without further notice, if the account balance is not paid in full within thirty (30) days of the delivery date. Reconnection of Equipment after a suspension is subject to a Reconnection Charge. A Late Payment Charge will be assessed on any balance of \$10.00 or more not paid within thirty (30) days of the delivery date. The Late Payment Charge will be calculated based upon an interest rate of 18% per annum or the maximum amount permitted by law, whichever is lower, on the overdue or average daily balance beginning from the earlier of the Invoice date or Statement date. If Customer's credit shall for any cause be deemed unsatisfactory by Suburban, Suburban shall have the right to require payment in advance before making further deliveries. Title to Propane shall transfer from Suburban to Customer (or owner of metered tank) upon delivery. Security Deposits shall not earn interest unless required by law.

6. **SAFETY:** Customer agrees to provide occupants of the Delivery Address and all end users of the Propane sold hereunder with safety information provided by Suburban. For additional safety information, including natural disaster/weather-related warnings, visit www.suburbanpropane.com or call 1-888-223-0029. Customer shall ensure that all end users are familiar with the odor of Propane, and acknowledges that Suburban recommends the installation of UL-listed Propane gas detectors and carbon monoxide detectors in basements, and elsewhere as recommended by the manufacturer, to provide an additional warning of the presence of Propane or carbon monoxide.

7. **MAINTENANCE; ACCESS; SERVICE:** Customer agrees that no service, connections, disconnections or the like will be made to Equipment except by Suburban's employees, affiliates or authorized representatives. Customer shall at all times provide Suburban with unobstructed access (without risk or liability for trespass) to deliver to, service, change or remove Equipment. If access across a Customer-owned bridge is required, Customer shall, as a condition precedent to Suburban's obligations, satisfy Suburban that the bridge will safely accommodate the weight of the delivery vehicle. Customer shall not tamper with Equipment and shall not move it from its original installation location, or part with its possession or encumber the Equipment in any way. Suburban may disconnect any appliance or Equipment, regardless of ownership, deemed by Suburban to be unsafe. Customer shall surrender Equipment upon any termination of this Agreement in the same condition as received, normal wear excepted. Customer further agrees to notify Suburban immediately, both orally and in writing, of any apparent Equipment malfunction. Customer agrees to pay for any diagnostic or service work and parts provided by Suburban for Customer-owned equipment, if offered, in accordance with mutually agreed upon labor rates and parts charges.

8. **TERMINATION:** Customer hereby agrees that upon termination of this Agreement, Suburban shall have the absolute right to remove its Equipment without notice or process of law, and Suburban shall not be liable for any injury or damage to the Delivery Address property in connection with Equipment removal. Upon termination of this Agreement not resulting from a default by Suburban, Customer agrees to pay to Suburban applicable Restocking (Pump Out) Fees, Closeout (Tank Pickup) Fees and other Fees relating to termination of service (see www.suburbanpropane.com/fees for a description of these Fees).

9. **RELEASE AND INDEMNIFICATION OF SUBURBAN; DAMAGES; LIMITATION OF ACTION.** Customer, for him/herself, his/her employees and agents, and all other third parties, hereby releases Suburban, waives all claims against Suburban, agrees not to sue Suburban, and agrees to indemnify and hold Suburban harmless from any and all liability, injuries, claims, losses, damages (including consequential damages), lost profits, costs, expenses, and causes of action arising out of or related to (1) any personal injury, including death, or any property damage that may be sustained unless resulting from the sole negligence or any other actionable conduct of Suburban; (2) Customer's use of Equipment or tampering or unauthorized servicing thereof; (3) installation, removal, use, misuse, breakage or malfunction of equipment or piping not owned by Suburban; (4) any Customer-owned bridge failure or other premises liability; (5) exhaustion of Customer's Propane supply; (6) service discontinuance; (7) Customer's breach of this Agreement; (8) any negligent acts or omissions on part of Customer. Customer, for him/herself, his/her employees and agents, and all other third parties, hereby agrees that Suburban's liability shall be limited to proven direct damages, not to exceed the actual amounts paid by Customer to Suburban over the twelve (12) month period prior to the events giving rise to the claim. No demand, claim, suit, or action shall be made or brought against Suburban, its related business units, employees, agents, assigns or successors more than two (2) years after the date of the event that caused any injury, damage or loss. This paragraph shall survive the termination of expiration of this Agreement.

10. **UNCONTROLLABLE INTERRUPTION OF SERVICE:** Suburban shall not be liable to Customer or other party for failure to supply Propane or for any delay, loss or damage, or any failure to perform this Agreement due to any of the following "force majeure" conditions: flood, fire, adverse weather or environmental condition, explosion, power blackout, strike, labor dispute, embargo, unavailability of propane, acts or omissions of carriers or transportation facilities, government order or regulation, terrorist act, war, act of God, or any other cause beyond Suburban's reasonable control.

11. **LICENSES, PERMITS AND TAXES:** Customer shall pay all taxes, and for all licenses, permits or inspections, imposed by governmental entities in connection with the sale, installation, storage or use of Propane sold or Equipment leased hereunder.

12. **SUCCESSORS; ASSIGNMENT; SUBCONTRACTING:** This Agreement shall inure to the benefit of and be binding upon the parties and their respective successors, legal representatives and assigns, except that Customer shall not assign this Agreement without the written consent of Suburban. It is agreed that Suburban may assign this Agreement to its affiliates at any time. Suburban also reserves the right to subcontract any or all of its obligations under this Agreement.

13. **NOTICES:** All communications and notices shall be effectively given if in writing and mailed postage prepaid (certified mail for termination notices) to the respective address for Suburban and Customer set forth above. Customer authorizes Suburban to leave a notice at the Delivery Address of any condition preventing Propane delivery or resulting in service discontinuance or otherwise requiring Customer's attention.

14. **APPLICABLE LAW; ENTIRE AGREEMENT:** This Agreement shall be construed in accordance with the laws of the jurisdiction of Suburban's address set forth above. This Agreement, including the **Dispute Resolution Procedures Addendum** attached hereto and made a part hereof, contains the entire agreement between the parties and supersedes all prior negotiations, proposals and oral or written agreements with respect to the subject matter hereof. Subject to Suburban's right, as set forth in this Agreement, to unilaterally change Prices and Fees at any time, this Agreement may only be amended by a writing executed by both parties, and provisions herein may only be waived by Seller in writing. Any Addendum to this Agreement is governed by the terms and conditions set forth herein unless otherwise expressly stated in such Addendum.

15. **CUSTOMER'S CREDIT CHECK AUTHORIZATION:** Customer has authorized or hereby authorizes Suburban to conduct a credit check to evaluate his/her credit prior to Suburban's acceptance of this Agreement.

16. **CUSTOMER'S REPRESENTATION:** By signing this Agreement, **Customer acknowledges that he/she has become familiar with the odor of Propane and has received a copy of Suburban's Safety Tips attached hereto.**

17. **LANDOWNER'S CONSENT:** If Customer is not the owner of the Delivery Address, Customer agrees to provide Suburban with a copy of Suburban's "Landowner's Consent to Installation of Propane Gas Equipment," signed by the Landowner.

Suburban Propane, L.P. and the undersigned **Customer** hereby execute this Agreement as of the above Agreement Date and agree that facsimile signatures are as effective as originals.

SUBURBAN By: _____
Signature of Suburban Manager (see instructions)

CUSTOMER: _____
Signature of Customer

JASON KIRBY, CSC MANAGER

Print Name and Title

Print Customer's Name

**DISPUTE RESOLUTION PROCEDURES ADDENDUM
TO RESIDENTIAL AND COMMERCIAL PROPANE
SERVICE AGREEMENTS (“AGREEMENT”)**

Customer and Suburban hereby agree that any and all Disputes (as that term is hereinafter defined) between them arising from this Agreement or any prior agreement between them, and/or the relationship created hereby or thereby, or otherwise, will be exclusively resolved by final and binding arbitration. **Customer and Suburban agree that, by entering into this Agreement, they each are waiving the right to a trial by jury or to participate in a class action with respect to any Dispute.** For ease of administration and convenience, the parties agree that the Federal Arbitration Act governs the interpretation and enforcement of this Dispute Resolution Procedures Addendum (“Addendum”). This Addendum shall survive termination of this Agreement.

Capitalized terms used in this Addendum but not otherwise defined herein shall have the same meaning as in the Agreement. For purposes of this Addendum, a “Dispute” shall be broadly interpreted to include, without limitation, any and all claim(s) arising out of or relating in any way to any aspect of the relationship between Suburban and Customer, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory (including, but not limited to, claims relating to advertising, marketing or other publicity), even if arising before this Agreement or any prior agreement between the parties or that may arise after the termination of this Agreement, including, without limitation, claims that are currently the subject of purported class action litigation in which Customer is not a member of a certified class. Notwithstanding the foregoing, the term “Dispute” shall not include the following claims, and only the following claims:

- (a) claims by Customer (or Customer’s legal representatives) for personal injury, death or damage to tangible property arising out of the physical delivery of Propane by Suburban to Customer, Customer’s usage of such Propane, the condition of the Equipment or Suburban’s actions or alleged inactions with respect to such Equipment; or
- (b) claims by Suburban to enforce Customer’s indemnification, release and/or hold harmless obligations under this Agreement and/or for the payment of any amounts alleged to be owed by Customer to Suburban; or
- (c) claims which Customer could bring as an individual in a small claims or equivalent court; or
- (d) claims by either party to enforce the terms of this Addendum.

If either party believes that a Dispute has arisen, that party first shall send a certified letter to the other party (Customer should send the certified letter to the manager of the Suburban location identified on the first page of this Agreement (or any successor Suburban location then servicing Customer)), describing with reasonable particularity the nature and basis of the Dispute and the relief sought. If the parties do not reach an agreement to resolve the Dispute within 30 days after the date the party receives the certified letter, either party may commence an arbitration proceeding by sending another certified letter notifying the other party of its intent to commence arbitration.

Arbitration of Disputes will be governed by the Commercial Dispute Resolution Procedures and the Supplementary Procedures for Consumer Related Disputes (collectively, “AAA Rules”) of the American Arbitration Association (“AAA”), as modified by this Agreement, and will be conducted before a single arbitrator appointed in accordance with the AAA Rules. The AAA Rules are available online at www.adr.org or by calling the AAA at 1-800-778-7879. The AAA shall administer the arbitration. Unless the parties otherwise agree, any arbitration hearings will take place in the county (or parish) of Customer’s Billing Address. Customer may direct that the arbitration be conducted telephonically or be based on written submissions.

All issues that relate to the Dispute are for the arbitrator to decide, but the arbitrator is bound by the terms of this Agreement and this Addendum. The arbitrator may award injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party’s individual claim as stated in the Dispute. The arbitrator has the discretion, but not the obligation, to award fees and costs to the party prevailing in the arbitration. All awards by the arbitrator shall be in writing.

CUSTOMER AND SUBURBAN AGREE THAT EACH PARTY TO THIS ADDENDUM MAY BRING CLAIMS AGAINST THE OTHER PARTY ONLY IN ITS INDIVIDUAL CAPACITY AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING. Further, unless both Customer and Suburban otherwise agree in writing and in their sole discretion, the arbitrator may not consolidate more than one entity’s claims, and may not otherwise preside over any form of a representative or class proceeding relating to the Dispute. If this specific provision is found to be unenforceable, then the entirety of this Addendum shall be null and void.

Suburban Safety Tips

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

Llame 1-888-223-0029 para información sobre los avisos de seguridad en español

WHAT IS PROPANE?

Propane (also called LPG-Liquefied Petroleum Gas or LP-Gas) is a liquid fuel stored under pressure. In most systems, propane is vaporized to a gas before it leaves the tank. Propane is highly flammable when mixed with air (oxygen) and can be ignited by many sources, including open flames, smoking materials, electrical sparks, and static electricity. Severe “freeze burn” or frostbite can result if propane liquid comes in contact with your skin.



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?

Propane smells like rotten eggs, a skunk's spray, or a dead animal. Some people may have difficulty smelling propane due to their age (older people 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.



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 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 1-866-905-1075 or www.propanecatalog.com

PROPANE GAS DETECTORS ARE RECOMMENDED

Propane gas detectors sound an alarm if propane is detected in the air. Suburban recommends the installation of UL-listed propane gas detectors in basements and where recommended by the manufacturer to provide an additional warning of the presence of propane. They can provide an additional measure of security in structures with little-used areas and for individuals 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.

CARBON MONOXIDE AND YOUR SAFETY



WHAT IS CARBON MONOXIDE (CO)?

You can't taste or smell CO, but it is a very dangerous gas, produced when any fuel burns. High levels of CO can come from appliances that are not operating correctly, or from a venting system or chimney that becomes blocked.

CO CAN BE DEADLY! High levels of CO can make you dizzy or sick (see below). In extreme cases, CO can cause brain damage or death.

Symptoms of CO poisoning include:

- Headache
- Shortness of breath
- Dizziness
- Nausea
- Fatigue

IF YOU SUSPECT CO IS PRESENT, ACT IMMEDIATELY!



1. If you or a family member shows physical symptoms of CO poisoning, get everyone out of the building and call 911 or your local fire department.

2. If it is safe to do so, open windows to allow entry of fresh air, and turn off any appliances you suspect may be releasing CO.

3. If no one has symptoms, but you suspect that CO is present, call your propane retailer or a qualified service technician to check CO levels and your propane equipment.



TO HELP REDUCE THE RISK OF CO POISONING:

- Have a qualified service technician check your propane system appliances and related venting systems annually, preferably before heating season begins.
- Install UL-listed CO detectors on every level of your home.
- Never use a gas oven or range-top burners to provide space heating.
- Never use portable heaters indoors unless they are designed and approved for indoor use.
- Never use a barbecue grill (propane or charcoal) indoors for cooking or heating.
- Regularly check your appliance exhaust vents for blockage.

SIGNS OF IMPROPER APPLIANCE OPERATION THAT CAN GENERATE HIGH CO LEVELS:

- Sooting, especially on appliances and vents.
- Unfamiliar or burning odor.
- Increased moisture inside of windows.

LIGHTING PILOT LIGHTS



IF A PILOT LIGHT REPEATEDLY GOES OUT or is very difficult to light, there may be a safety problem. **DO NOT** try to fix the problem yourself. It is strongly recommended that only a **QUALIFIED SERVICE TECHNICIAN** light any pilot light that has gone out.

YOU ARE TAKING THE RISK of starting a fire or an explosion if you light a pilot light yourself. Carefully follow all of the manufacturer's instructions and warnings concerning the appliance before attempting to light the pilot.

APPLIANCE AND SYSTEM MAINTENANCE



LEAVE IT TO THE EXPERTS. Only a qualified service technician has the training to install, connect, disconnect, inspect, service, maintain, and repair propane equipment and piping. Have your appliances and propane system inspected just before the start of each heating season.

HELP YOUR APPLIANCES "BREATHE." Check the vents of your appliances to be sure that flue gases can flow easily to the outdoors; clear away any insect or bird nests or other debris. Also, clear the area around your appliances so plenty of air can reach the burner for proper combustion.

DO NOT TRY TO MODIFY OR REPAIR valves, regulators, connectors, controls, or other appliance and cylinder/tank parts. Doing so creates the risk of a gas leak that can result in property damage, serious injury, or death.

HAVE OLDER APPLIANCE CONNECTORS INSPECTED. Certain older appliance connectors may crack or break, causing a gas leak. If you have an appliance that is more than 20 years old, have a qualified service technician inspect the connector. Do not do this yourself, as movement of the appliance might damage the connector and cause a leak.



FLAMMABLE VAPORS ARE A SAFETY HAZARD. The pilot light on your propane appliance can ignite vapors from gasoline, paint thinners, and other flammable liquids. Be sure to store flammable liquids outdoors or in an area of the building containing no propane appliances.



DON'T RISK IT! If you cannot operate any part of your propane system, or if you think an appliance or other device is not working right, call your propane retailer or qualified service technician for assistance.

RUNNING OUT OF GAS

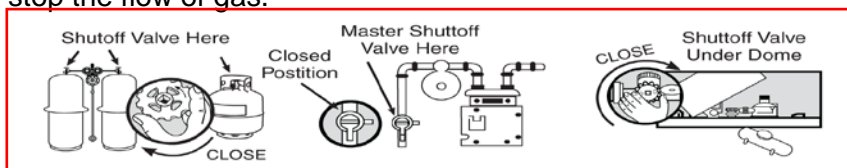
DON'T RUN OUT OF GAS. SERIOUS SAFETY HAZARDS, INCLUDING FIRE OR EXPLOSION, CAN RESULT.



- If an appliance valve or gas line is left open, a leak could occur when the system is recharged with propane.
- If your propane tank runs out of gas, any pilot lights on your appliances will go out. This can be extremely dangerous.
- **A LEAK CHECK IS REQUIRED.** In many states, a propane retailer or a qualified service technician must perform a leak check of your system before turning on the gas.

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.



MANUFACTURER'S INSTRUCTIONS. All new appliances sold by Suburban will come with an owner's manual and manufacturer's instructions. Keep and consult them for correct operating and maintenance procedures. Contact the appliance manufacturer for replacement instructions, if needed.

KNOW WHERE UNDERGROUND GAS LINES AND TANKS ARE LOCATED to avoid damaging them when digging or working on your premises.

DO NOT STORE PROPANE CYLINDERS OR CONTAINERS INSIDE BUILDINGS.

MAKE SURE REGULATOR REMAINS 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.

MAKE SURE BUILDING OPENINGS ARE NOT CREATED AND SOURCES OF IGNITION ARE NOT SITUATED WITHIN THE AREA OF PROPANE TANKS, REGULATORS, METERS AND OTHER PROPANE EQUIPMENT IN THE SYSTEM.

REVIEW MANUFACTURERS' WARNINGS AND IMPORTANT SAFETY INFORMATION AVAILABLE AT www.suburbanpropane.com REGARDING CORRUGATED STAINLESS STEEL TUBING (CSST), which is a flexible pipe used to supply gas in homes and buildings. A nearby lightning strike can create holes and/or damage CSST. This can result in a gas leak and potentially cause a fire or explosion. Proper grounding and bonding of CSST can reduce the risk of a fire or explosion. **MAKE SURE ALL PROPANE PIPING IS PROPERLY BONDED AND GROUNDED.** Contact a licensed electrician for more information.

BE PREPARED FOR WEATHER-RELATED EMERGENCIES

FLOODING – If a flood is predicted for your area or your gas-fired appliance(s) or equipment has been submerged due to flooding:

- **Turn off the gas** valve at the container or cylinder.
- **DO NOT** turn the gas back on until a qualified service technician has checked the system.

HEAVY SNOW OR ICE – Heavy accumulations of snow or ice falling from roof eaves on regulators, piping, tubing and 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. For installations in areas of heavy snowfall, arrange for the protection of piping, regulators, meters and other equipment installed in the piping system from the forces of accumulated snow or ice. A protective cover or structure may be an appropriate form of protection in some circumstances, and is required in some jurisdictions. Contact your local building 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 could damage propane equipment causing a leak.

SAFE ACCESS

Provide structurally sound access to propane equipment free from snow, ice, debris or other obstructions.

FURTHER CONSUMER SAFETY INFORMATION

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 or and PERC pamphlets containing a Scratch and Sniff Test of propane odor can be purchased at 1-866-905-1075 or www.propanecatalog.com.