



421 N 10th St
Winterset, IA 50273
(515) 462-5353
www.agrilandfs.com

IMPORTANT PROPANE SAFETY INFORMATION FOR 2025

Read immediately – Keep for future reference

Dear Valued Propane Customer,

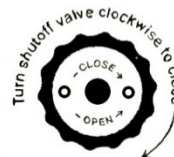
While LP Gas (propane) is a very safe and reliable heat source, like all gas, if it leaks it can cause **injury, death, and property damage**. As your propane providers, we take your safety seriously. Therefore, we are sending you this letter to remind you of **safety procedures you must follow** to ensure that you and your family are safe when using propane.

You and your family must read this letter and the attached brochure entitled **“Important Propane Safety Information”**. Keep it nearby and periodically reread it. Failure to follow the safety precautions in this letter and this brochure could result in a **gas explosion and fire or death by asphyxiation** from carbon monoxide (CO) produced from appliances which are not operating or vented properly.

Below are several **precautions** that are in the brochure that we want to highlight:

If you smell LP gas, if you think you hear gas escaping, or if a gas detector is alarming:

- **IMMEDIATELY** put out all smoking materials and other open flames.
- **DO NOT** operate lights, appliances, thermostats, garage door openers, telephones, or cell phones.
- **IMMEDIATELY** get everyone out of the building or area where you suspect gas to be.
- **TURN OFF** the main gas supply valve on your propane tank(s), if it is safe to do so, by turning the shutoff valve to the right (clockwise).
- **CALL your propane retailer** from a neighbor's home or other nearby building, or use your cell phone from a safe location outside the premises and away from the gas leak area.
- **CALL 911** or your local fire department if you can't reach your propane retailer.
- **DO NOT** reenter the building or area until your propane retailer or safety personnel tells you it is safe.
- **BEFORE** you attempt to use any of your propane appliances, your propane retailer or a **qualified service technician must check** your entire gas piping system to ensure that it is leak-free.



LP gas can cause injury, death, or property damage if it leaks and ignites. To prevent this, do the following:

- Everyone in your family should scratch and sniff the blue circle on the attached brochure. Learn what LP gas smells like.
- Buy, install, and maintain at least one **LP gas detector per manufacturer's instructions**, which is designed to alarm when gas has leaked. This is because there are some situations in which you may not be able to smell LP gas. If the alarm goes off, take the same precautions as if you smell gas.

Exposure to Carbon Monoxide (CO) can cause injury or death. To prevent this, do the following:

- Buy, install, and maintain a Carbon Monoxide detector per manufacturer's instructions, which is designed to alarm when CO is detected. This is because you typically cannot taste or smell CO, which is produced from appliances that are not operating properly.
- Everyone in your home should be aware of the symptoms of CO including headache, dizziness, fatigue, shortness of breath, and nausea.
- 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.

Do not try to repair, modify, or alter your propane piping system or connected appliances. Only allow qualified personnel to work on it.

DO NOT attempt to relight any pilot lights. If a pilot light has gone out, there may be a safety problem. **Call your propane retailer at (515) 462-5353 to relight all pilots,** or contact a qualified service technician to perform service or maintenance on your propane appliances.

AVOID RUNNING OUT OF GAS. Safety hazards, including fire or explosion, can result.

- If you have run out of LP gas or your service has been interrupted, call us immediately at (515) 462-5353 so that we can come out and inspect your gas piping and check for leaks. Arrangements then can be made to relight the pilot lights by a qualified technician.
- If you have run out of gas, you need to do the following:
 - Close the service valve on your LP gas tank.
 - Shut off all gas valves for appliances that use LP gas.

In addition to the attached documents, you can learn more about safety precautions that need to be taken for safe use of LP gas in your home or business at **propane.com/safety**. This website contains a link to a product safety brochure and a product safety manual with extensive information on propane safety. To educate your kids on propane safety, go to **propanekids.com**.

Thank you for reviewing the enclosed safety information and thank you for your business.

After Hours Emergency Phone Numbers

AGRILAND FS has an after-hours phone number dedicated to propane emergencies. Please utilize the following phone numbers, for propane emergencies only, based on where you receive your propane service.

(712) 404-8488

Audubon, Cass, Crawford, Fremont, Guthrie, Harrison, Mills, Monona, Montgomery, Page, Pottawattamie, Ringgold, Shelby, Taylor, and Woodbury counties in Iowa;

Andrew, Buchanan, Atchison, Daviess, Dekalb, Gentry, Harrison, Holt, Nodaway, and Worth counties in Missouri;

all customers in Nebraska;

Kansas service areas near Kansas City/Olathe/Leavenworth

(515) 975-9942

Adair, Adams, Clarke, Dallas, Decatur, Lucas, Madison, Polk, Union, Warren, and Wayne counties in Iowa;

Mercer and Grundy counties in Missouri

(641) 660-9993

Marion, Mahaska, Keokuk, Monroe, Wapello, Appanoose, and Davis counties in Iowa;

Putnam, Schuyler, and Sullivan counties in Missouri

(319) 591-0335

Washington, Louisa, Jefferson, Henry, Des Moines, Van Buren, and Lee counties in Iowa