

Pipeline System Public Awareness Message

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.

This notice is to inform customers and persons in control of the property where a propane pipeline system supplied by Suburban Propane, L.P. is located of the hazards associated with the pipeline 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 the 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.

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 such as a pool, laundry room, etc. The 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.

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

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 key 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 and 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 key valves or meter set assemblies. Residents should inform the billing party of any potential hazards they notice 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.

How to recognize and respond to a leak - Read and familiarize all end users with the description of propane and how to respond to a gas odor or suspected leak set forth below. Also note that 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. Propane leaks in valve boxes, manholes, etc. may develop a fungus-like growth that is generally white in color. A blowing or hissing sound could indicate the presence of a propane leak.

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. Once you are safely 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, emergency responder, or qualified professional 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 professional must check your entire system to ensure it is leak-free.

CAN YOU SMELL IT?



Propane smells like rotten eggs, skunk's spray, a dead animal, or garbage. Some people may have difficulty smelling propane. Causes may include age (older people may have a less sensitive sense of smell); medical conditions; such as colds, allergies, or sinus congestion; the effects of medication; alcohol, tobacco, or drugs; tobacco smoke, cooking odors, musty or damp smells, and other strong odors. Consider purchasing a propane gas detector as an additional measure of security.

A propane smell may not wake up someone who is sleeping. It may also be in the area of the building where it may not be detected, such as a basement, attic or garage.

ODOR LOSS is an unintended reduction in the concentration of the odor of propane, making it more difficult to smell. Situations that can cause odor loss include the presence of air, water or rust in a propane tank or cylinder; passage of leaking propane through soil; or the exposure to building materials, masonry or fabrics.



SINCE THERE IS A POSSIBILITY OF ODOR LOSS 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.

PROPANE GAS DETECTORS ARE RECOMMENDED

Under some circumstances, you might not smell a gas leak. Propane gas detectors are designed to sound an alarm if they sense propane in the air, even if the odorant cannot be detected. 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, use, and maintenance;
- If a detector is sounding an alarm, treat it as an emergency and act immediately, even if you do not smell propane;
- 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
- Fatigue
- Dizziness
- Nausea



IF YOU SUSPECT CO IS PRESENT, ACT IMMEDIATELY!

1. 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.



TO HELP REDUCE THE RISK OF CO POISONING:

- Have a qualified professional check your propane system appliances and related venting systems annually, preferably before heating season begins.
- Suburban recommends the installation, use and maintenance of UL-listed carbon monoxide detectors in accordance with manufacturer's instructions.
- Keep chimneys, flues and vents free of snow, ice and debris such as leaves and animal nests.
- 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.
- Always open the chimney flue damper when you use your fireplace.
- Always follow the manufacturer's instruction for placement and use of vent-free appliances, including fireplaces and logs.
- Never run an internal combustion engine such a car, lawn mower, generator or snow blower in enclosed areas like a garage.

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

- Sooting, especially on appliance and vents
- Unfamiliar burning odor
- Increased moisture inside of windows
- Yellow flames

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 PROFESSIONAL** light any pilot light that has gone out.

APPLIANCE AND SYSTEM MAINTENANCE



LEAVE IT TO THE EXPERTS. Only a qualified professional 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 INSTALL, 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 older appliance, have a qualified professional 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. A pilot light on your propane appliance can ignite vapors from gasoline, paint thinners, and other flammable liquids. Be sure to store and use 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 properly, call your propane retailer or qualified professional for assistance.



GAS CAN LEAK THROUGH AN OPEN GAS LINE. If you disconnect an appliance from a gas line or are otherwise aware of an open gas line, be sure to contact your propane retailer or a qualified professional to close, cap or plug the open gas line.

RUNNING OUT OF GAS



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

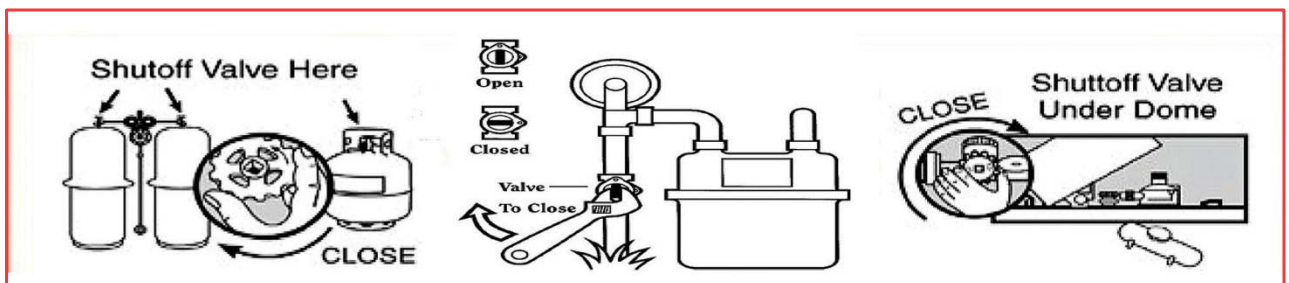
- If your propane tank runs out of gas, any pilot lights on your appliances will go out. This can be extremely dangerous.
- **A LEAK CHECK IS REQUIRED.** Many states require the propane system to be checked for leaks before turning on the gas. Contact your propane retailer or a qualified professional to perform a leak check and turn on the gas.



Never turn the gas on at your propane tank. Contact your propane retailer or a qualified professional to check for leaks, turn on the gas, and to re-light pilot lights on the appliances.

EQUIPMENT AWARENESS

KNOW HOW TO SHUT OFF YOUR GAS SUPPLY. Know where the gas supply shutoff valve to your premises 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 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. Notify your propane supplier before you dig. Contact your State's "Call Before You Dig or One Call" – by dialing 811.

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 professional 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 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, Carbon Monoxide Safety Information, weather/natural disaster information, and a Propane Safety Data Sheet (SDS) may be read and downloaded online. These documents are also available free of charge by calling Suburban at 1-888-223-0029. For additional propane pipeline information, contact the owner/manager of the property. Also visit the websites of the U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration (<http://www.phmsa.dot.gov>) and the Public Utilities Commission, Public Service or Pipeline Safety Officer for the state in which the property is located.