



964 Barn Street Hooversville, PA 15936 • 800-798-8002 • www.sbgcomfort.com

RESPONSIBILITIES NOTICE

Thank you for ordering propane from Shaffer's Bottled Gas.

It is important for you to know what we do, and what we do not do, when we provide propane service to your house. It is also important for you to know what your own responsibilities are with respect to your gas system. For the safety and protection of you and your family, please read the following statement of responsibilities:

Here is what WE do:

- We will safely deliver odorized propane into the propane tank.
- When we provide a tank and pressure regulators to you, we will install these items and check them for gas leaks. If necessary, we will install an underground gas line from the tank to your house. If we do so, this gas line will be your property and your responsibility.
- If we turn on the gas to your system, we will check the gas lines inside and outside your house for leaks. We will also offer to light the pilot lights on your appliances. We strongly encourage you, for safety reasons, to accept our offer. Many accidents and injuries occur when customers try to light their own pilot lights or restart an appliance. However, you should be aware that when we light your pilot lights or restart an appliance, this does not mean that we have conducted a safety inspection of your appliances, and it is your responsibility to arrange for an inspection by a qualified technician.
- Our service technicians are qualified to inspect and service some types of gas appliances. If we have inspected an appliance, we will provide you a copy of our work order with the appropriate Appliance Inspection indicated on the form. If the appliance inspection is not marked with the word YES in the inspected column, we have not inspected that appliance, and you should have a qualified technician do this at least annually.
- If you report a gas odor to us, we will dispatch one of our service or delivery personnel to check your gas system for leaks.

Continued on next page





Continued from previous page



RESPONSIBILITIES NOTICE

Here are YOUR responsibilities:

- YOU are responsible for making sure only a qualified technician installs, services, repairs, maintains and inspects the gas appliances and piping system at this location. Qualified technicians can include gas-certified plumbers, heating, and cooling contractors, or appliance service companies.
- YOU are responsible for having your entire gas system, including all piping and appliances, checked by a qualified technician at least once a year. Again, our employees do this for some types of appliances, but you must hire someone trained and qualified to inspect those appliances that we do not inspect.
- YOU are responsible for reading the safety literature that we provide to you about propane, and for following the recommendations contained in it. YOU are responsible for reading any other safety literature that we provide to you from time to time and for following the recommendations contained in it. YOU are responsible for sharing all this safety information with every member of your household or employees.
- YOU are responsible for reporting all gas odors in your house or on your property to us or your local fire department (9-1-1) immediately, or using only voice telephone at (800) 798-8002. DO NOT report any out-of-gas, propane odor or leak, or any other emergency using a text message, website, or any other means. If you have installed one or more electronic gas detectors in your house, you are responsible for reporting all gas alarms to us or your local fire department immediately. When you call us, you are responsible for strictly following the instructions that we give to you and to ensuring that all family members, occupants, or employees at this location do so as well.
- YOU are responsible for reporting carbon monoxide alarms to your local fire department. If you have installed one or more electronic carbon monoxide detectors in your house, YOU are responsible for reporting all carbon monoxide alarms to your local fire department immediately.
- YOU are responsible for providing written notice to us of all repairs, modifications, alterations, installations of piping, fittings, valves, or removal of a gas appliance. If you provide such notice to us, we assume no duty to inspect, maintain, or repair the appliances, piping, fittings, or valves. It remains your responsibility to have a qualified technician service, maintain, or inspect these items and mechanically seal all unconnected gas lines. NEVER leave an open gas line anywhere, even if there is a closed valve in the line. If the valve is accidentally opened, a dangerous gas leak will result.
- YOU must never turn the propane tank valve on without a Leak Check. Whenever the tank valve is turned on, a Leak Check must be conducted of the entire piping system as described and required under the National Fuel Gas Code, NFPA 54. The Leak Check must be conducted by us, or by a qualified company. YOU are responsible for being aware of any manufacturer's notices, updates or product recalls that apply to your appliances or gas piping system. Information on product recalls issued by the U.S. Consumer Product Safety Commission may be found at www.cpsc.gov.
- YOU must make your property owner aware of all of these responsibilities, if you are a renter.