

BAYGAS PROPANE
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To Our Valued Customers:

CUSTOMER AGREEMENT and GENERAL INFORMATION

To make our jobs easier and keep you a happy, satisfied customer, please adhere to the following rules as dictated by our insurance company and The Railroad Commission of Texas:

1. Your tank must be kept on cement pads/solid blocks and off the ground. The tank must be painted a light reflective color.
2. Your tank and the area around it must be kept clear of all trash, debris, and any type of structure (10 foot rule). If you plant shrubs, etc., please leave 3 feet between tank and plants for filling, inspections and maintenance.
3. The path from the truck to the tank must be kept clear.
4. Baygas will not be responsible for fences, shrubs, and/or yard ruts to fill, repair or remove the tank. We will not be responsible for broken or cracked sidewalks, driveways, or damaged septic tanks when trying to service the tank or deliver gas. State law says no locks can be installed on tank domes for any reason.
5. A readable address that can be seen from the road is required. No locked gates at delivery time.

Call Baygas when your tank gauge reads 40% or less, and we will deliver your propane on the next scheduled route day. Payment is due at the time of delivery, unless you have completed a credit application and been approved for credit.

ROUTE DAYS

Monday, Wednesday
and Friday

Santa Fe, Hitchcock, Alvin,
Rosharon, Pearland, Manvel,
Iowa Colony, Liverpool

Tuesday and
Thursday (*October thru March*)

Galveston Island, Tiki, Texas City,
San Leon, Bacliff, Kemah, Seabrook,
Dickinson, League City

Friday

League City, Webster

If you have any questions, please call our League City office Monday through Friday between 8:00 a.m. and 5:00 p.m. at (281) 332-2630 or visit our website at www.baygaspropane.com.

CUSTOMER SIGNATURE

BAYGAS PROPANE

DATE: _____

DATE: _____

IMPORTANT INFORMATION ON PROPANE SAFETY

YOU GET CONVENIENCES AND ENERGY COST SAVINGS WITH PROPANE...

That's why millions of homes, farms and businesses choose it for heating, water heating, motor fuel and other uses. And, as a valued customer, we want you to know how to properly use propane. It's a flammable fuel that may explode if not properly handled.

FOR YOUR SAFETY, PROPANE HAS AN ODOR ADDED SO YOU CAN DETECT LEAKS...

You and each member of your family must know the smell of propane. Ask your serviceman to demonstrate its odor. If anyone in your household cannot smell propane, call us immediately. Propane is heavier than air and will collect at floor level. Carefully smell at floor level and in low spots to check for propane.

WHAT TO DO IF YOU SMELL GAS OR SUSPECT A LEAK:

1. Put out all smoking materials and any other open flames.
2. Do not operate any appliances, switches or thermostats.
3. Get everyone outside and away from gas equipment.
4. Shut off the gas supply, using the shut-off valve at the tank or cylinder.
5. Call your propane supplier – use your neighbor's phone – if gas smell is in the house.
6. Stay outside and leave the gas off until the leak has been found and fixed.

To close the valve, turn wheelhandle clockwise to the right. If you are unable to close the valve, advise your propane service representative immediately.

RELIGHTING YOUR PILOTS:

We strongly recommend that for safety reasons, you call our qualified technician to relight your pilots. However, if you relight the pilots yourself:

- a. Turn all appliance controls and manual shut-off valves to the "OFF" position.
- b. Slowly open the tank shut-off valve.
- c. Carefully smell for the presence of propane at floor level and low spots before attempting to relight the pilot.
- d. If gas is detected – **STOP** – See "**WHAT TO DO IF YOU SMELL GAS**" above.
- e. Follow the manufacturer's instructions for pilot lighting.

YOUR PROPANE SYSTEM AND APPLIANCES HAVE BUILT-IN SAFETY FEATURES...to help keep them working:

- a. Don't allow unqualified personnel to service your propane system or appliance.
- b. Don't tamper with gas controls on appliances.
- c. Don't let your system run out of propane.
- d. Have wet or flooded appliances and controls serviced immediately.
- e. Understand that propane odor can fade or be covered up by other strong odors.
- f. Don't light pilot light in areas where there are strong odors – completely ventilate the area first.
- g. Call a qualified technician to relight pilots or carefully follow the equipment manufacturer's instructions.
- h. Repeated pilot outages could indicate a hazardous condition. Don't attempt to relight the pilot. Call your serviceman.

IF YOU RUN OUT OF GAS:

- Turn off all appliance control valves.
- Turn off the propane service valve on the propane tank.
- Call your propane supplier and advise him that you are, "OUT OF GAS". Your supplier will arrange to meet you for a safety leak test inspection and propane delivery.
- Don't attempt to turn the gas back on yourself. Your propane supplier must first conduct a safety leak test before he can refill your tank. When you schedule your propane delivery, be sure you will be at home, so the propane supplier can conduct a safety leak test, check your appliances and the gas system and then re-light your appliances to assure that they are operating properly and are leak free.

WARNING:

- **Flammable Gas.** Installation, modification, or repair of an LPG system by a person who is not licensed or registered to install, modify, or repair an LPG system may cause injury, harm, or loss. Contact a person licensed or registered to install, modify, or repair an LPG system. A person licensed to install or repair an LPG system may not be liable for damages caused by the modification of an LPG system by an unlicensed person except as otherwise provided by applicable law.