Propane Uses

Pacific Propane provides: Residential, Commercial and Agricultural Service
Propane is used for home heating, water heating, fire places, cooking, clothes drying, generators and gas barbecues. Propane is typically used in rural areas were natural gas is not available. Some natural gas appliances can be converted to run on propane.

Residential service is a tank that is set at your home of a 120 gallon up to 1000 gallon tank, we size the tank depending on your propane appliances. Everyone uses propane differently and consumption and usage will depend on the house size, how well insulated the house is and how warm you like your home.

Commercial and Agricultural usage varies in tank sizes and needs. We can set any size tank that is needed at your facility with little to no inconvenience to you. Pacific Propane will work around your schedule to ease the burden of the switch and have you up and running in no time at all. Remember that all we need is 24 hours notice to take care of you.

Propane is sold by the gallon through our bulk delivery trucks. We size the tank so that you will receive 2-3 deliveries per year. Pacific Propane provides a Safety Check at the time of setting your tank, we pressurize the gas line and run a complete Safety Check on the system and appliances to make sure the system is safe to use, we then light all of your pilots.

Budget Payment Plan
You may sign up for this service in March. We provide a budget agreement for our customers that would like to have a monthly bill for easy paying. Budgets are set up on a 10 month plan and your first payment is due in April. The budget is configured by calculating your last year’s propane usage, yearly tank rental fee and dividing it over a ten month period of time. Budget payments are due on the 10th of each month and are reviewed on a regular basis for accuracy due to customer’s consumption changes. This service is not a guarantee of a fixed price and as prices fluctuate it may cause you to owe a balance at the end of a budget period.

A statement is sent out every month to remind our customers of the budget payment.

Remember it is impossible to give an exact estimate of what you will owe due to consumption changes, weather and wholesale price.

User Fee
We rent propane tanks from 120 to 1000 gallons in size for your Residential, Commercial and Agricultural use. Tank rental costs vary depending on your tank size and usage.

Satellite Service
This is the most economical propane service. We accept the responsibility for your tank not running empty and the comfort that you will never be cold! SkyTracker is a self-contained direct to satellite tank and home monitoring system that can be installed on any tank in 2-3 minutes, with no messy wires, no tapping into your telephone or power supply. SkyTracker will let you look into your fuel tank to see:

- Fuel Level
- Tank Fill(s)
- Usage history, Graph & logs
- On-site Degree Days
- Out-of-ordinary events, such as excess fuel use or stuck float gauge
The use of a SkyTracker will help us to reduce our carbon footprint & reduce carbon emissions by having fewer trips out to each location.

**Customer Owned Tanks**
If you own your own tank, we are pleased to provide our Automatic Keep Full Service to you before we can place your tank into our system for servicing we must perform a Safety Check on the system and do a complete check of the tank. This service will provide you with a piece of mind that you have a safe and secure system for use.

The disadvantage of owning your own tank is the maintenance that is required and the cost that is incurred by you. If you are renting the tank, we accept responsibility for maintaining the tank.

**Underground Tanks**
We sell 500 gallon and 1,000 gallon underground tanks. The hole must be dug before we can set the tank and sand must fill the bottom of the hole in order to place the tank securely in place. There will be one or two Anode placed in the hole and connected to the tank. (depending on the size of the tank) There are other requirements for installing and burying an Underground Tank. The system must be connected by Pacific Propane once it has passed inspection all we need is 24 hours notice to complete the hookup.

Each county has a set of requirements when installing an underground tank please ask about the details of installing an underground tank and our sales representative would be more than happy to go over the details in length with you.

**Steps to Installing a Propane Tank**
Installation includes delivering your tank, hooking up your system, performing a safety check on the system and lighting your appliances. Your tank is typically delivered with a few gallons in it, and our delivery truck will stop by and fill your tank when you are at 20%. You must be home during the tank installation.

*Trenching must be completed when scheduling an appointment for installing a tank (new installations and underground tanks)
*Appliances must be in place and hooked up
*The tank will be installed (if you have an existing tank it will be removed and placed in a safe/secure area for removal by your old supplier)
*The entire system will have a Safety Check performed and pilots will be lit

**Someone must be at home so we have access to the house**

**New Sets**
We always welcome new customers, we do require some information up front and run a credit report on all new customers. Pacific Propane is locally owned and family operated and we feel that we can provide a higher level of service than most propane supplier. We only require 24 hours notice to set a tank.

The installation process will involve moving your current tank out of the way before installing our tank. Pacific Propane will pump the fuel in your tank.

**Billing/Payment Method**
In our continued efforts to become a well round and versatile company we would like to offer our customers the opportunity to receive their statements via e-mail. If you would like to join our paperless statement program please contact us by phone.

We accept Visa, MasterCard, Discover and Electronic funds Transfer. This process can be for an equal amount on a monthly basis or for any balance owing on your account.

Thank You in advance for considering this option, and most importantly, for your business.
Propane System Installation Guide

Table of Contents

1. Types of Propane Containers
2. Separation Requirements for Propane (LP Gas) Containers
3. Tank Installation Worksheet
4. Propane Consumer Profile

1. Types of Propane Containers

DOT Portable Cylinders:
DOT portable cylinders are those types of containers usually sized for 100 pound propane capacity and less and manufactured to the specifications of the U.S. Dept. of Transportation. These cylinders are not filled on site at the customers home but at a propane distribution plant and then transported and installed at the customers home. When the cylinder is empty it is returned to the propane plant for inspection and refilling.

DOT Stationary Cylinders:
DOT stationary cylinders are those types of containers usually sized from 200 to 420 pounds propane capacity and manufactured to the specifications of the U.S. Dept. of Transportation. These cylinders are filled on site at the customers home from a bulk delivery truck. These cylinders must be inspected and refilled at the customers home.

ASME Aboveground Tanks:
ASME aboveground tanks are usually sized 120 to 1,000 gallon water capacity, and manufactured to the specifications of the American Society of Mechanical Engineers. These tanks are considered stationary tanks and are installed aboveground on masonry foundations or blocks and filled on site at the customers home from a bulk delivery truck.

ASME Underground Tanks:
ASME underground tanks are usually sized 500 or 1,000 gallon water capacity and manufactured to the specifications of the American Society of Mechanical Engineers. These tanks are considered stationary tanks and are installed underground and filled on site at the customers home from a bulk delivery truck.

2. Separation Requirements for Propane Containers

The following figures are provided for informational reference purposes only. The figures are copies of those printed in "The LP-Gas Code", NFPA 58, 2004 edition, Annex I. Actual requirements for the spacing of propane containers will be specified and approved by the federal, state and local codes and regulations and the local Authority Having Jurisdiction for the location where the propane container is to be installed and/or utilized.

Annex I contains Figures I.1 (a) through (c), which illustrate the separation distance required for the installation of LP-Gas containers up to 2000 gallons. The figures incorporate the distances required in Section 6.3 and Table 6.3.1 of the code. Because Table 6.3.1 is the most used item in the code, the need for clarity and unambiguous implementation of the table is of great importance. Figures I.1 (a) through (c) make it much easier for all users to properly apply Section 6.3 and Table 6.3.1.
Notes:
1: 5 Ft minimum from relief valve in any direction away from any exterior source of ignition, openings into direct-vent appliances, or mechanical ventilation air intakes. Refer to 6.3.7.
2: If the cylinder is filled on site from a bulk truck, the filling connection and vent valve must be at least 10 ft from any exterior source of ignition, openings into direct-vent appliances, or mechanical ventilation air intakes.
3: Refer to 6.3.7.

NFPA 58, 2004 Edition, Annex I, Figure I.1(a)
Cylinders

(This figure for illustrative purposes only; local approved codes, regulations and the Authority Having Jurisdiction shall govern)
Notes:
1: Regardless of its size, any ASME container filled on site must be located so that the filling connection and fixed maximum liquid level gauge are at least 10 ft from any external source of ignition (e.g., open flame, window A/C, compressor), intake to direct-vented gas appliances, or intake to a mechanical ventilation system. Refer to 6.3.9.
2: Refer to 6.3.9.
3: This distance may be reduced to no less than 10 ft for a single container of 1200 gallon water capacity or less, provided such container is at least 25 ft from any other LP-Gas container of more than 125 gallons water capacity. Refer to 6.3.3.

NFPA 58, 2004 Edition, Annex I, Figure I.1(b)
Aboveground ASME Containers

(This figure for illustrative purposes only; local approved codes, regulations and the Authority Having Jurisdiction shall govern)
Regulations: The installer shall be familiar and comply with all Federal, state, local, city and residential development regulations prior to and during the burial of LP containers.

Site Selection: The person responsible for the selection of suitable locations for underground containers must consider, as a minimum, water drainage from roofs and guttering, swimming pools and landscaping or other sources that would cause water to drain toward the container. In addition to surface water concerns, the underground water table should also be checked for proper drainage to minimize direct water exposure and the possibility of container floatation. Additional hold-down devices may be necessary to properly anchor the container to prevent floatation. Soils shall be free of damaging minerals and chemicals.

Hole Preparation: After site location and soil conditions have been determined, the hole for the container shall be prepared. The hole size shall be 6"-12" larger than the container, both in container width and length. The container shall be set on 6"-12" of masonry or coarse sand. The depth of the hole will vary so the dome riser collar can be located 3"-6" above ground level. The burial depth of the tank may also vary depending on whether the tank location is subject to vehicular movement. The installer shall verify what movement, if any, is anticipated and comply with the burial depth recommended by the regulations referenced above.

Tank Preparation and Installation: In addition to the coating provided by the container manufacturer, a coal tar or other asphalt based coating and cathodic protection must be applied to the container. These corrosion protection methods must be used to reduce the likelihood of corrosion and extend the life of the installation. Prior to applying a coating, it may be necessary to sand or abrade the container coating so other coatings will bond to the container surface. The thickness of the coating may vary depending on the coating manufacturer's specifications. The installer should consult with the coating manufacturer for the proper coating and coating thickness. Before installing the container in the ground the entire container must be inspected for any coating damage that may have been caused during the handling and burial process. Any paint or coating damage must be repaired before the container is buried. A damaged coating will create a path for corrosion, which can lead to container failure.
Notes:
1: The relief valve, filling connection, and liquid fixed maximum level gauge vent connection at the container must be at least 10 ft from any exterior source of ignition, openings into direct-vent appliances, or mechanical ventilation air intakes. Refer to 6.3.4.
2: No part of an underground container shall be less than 10 ft from an important building or line of adjoining property that can be built upon. Refer to 6.3.4.

NFPA 58, 2004 Edition, Annex I, Figure I.1(c)
Underground ASME Containers

(This figure for illustrative purposes only; local approved codes, regulations and the Authority Having Jurisdiction shall govern)
Emergency Instructions

Do you smell gas or hear gas leaking?

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 SUPPLY!** 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!** Leave the building and call Pacific Propane right away. If you cannot reach Pacific Propane, call 9-11 or your local fire department.

5. **DO NOT RETURN TO THE BUILDING OR AREA!** Until Pacific Propane or an emergency response officer determines it is safe to do so.

6. **GET YOUR SYSTEM CHECKED.** Before you attempt to use any of your propane appliances, 1st Propane® or a qualified service technician must check your entire system to ensure that it is leak-free.

Has your tank run empty?

Take the following steps:

1. Verify that the tank is empty by checking that all propane appliances are not functioning - you might have a problem with just one appliance.

2. If all appliances have stopped working, check the gas level in your tank. This gauge is in the top of your tank, and reads in percentage of tank capacity. Empty = 0%.

**Important:** If a tank has run empty it is necessary to check the entire propane system for leaks before the appliances are restored to operation.
WHAT YOU DON'T KNOW CAN HURT YOU.
Your pilot light system has been designed for safe and reliable operation. Although safety mechanisms are built-in, the potential for hazard exists. This information is intended to help you avoid these hazards.

Your gas control and pilot light system has a safety device whose purpose is to shut-off the gas supply to the appliance if the pilot light goes out. If you have trouble lighting the pilot or keeping it lit, it may mean that this safety device is warning you that there is a problem with your system. Inspection and repairs or replacement must be made by a trained gas service technician.

REMEMBER, IF YOU SMELL GAS DON'T LIGHT IT!

If you smell gas do not attempt to light your appliances. Do not touch electrical switches or use the phone in your building. Shut off the gas supply to the appliance. Leave the building and call your gas supplier. If you cannot reach your gas supplier, call the fire department. Never tamper with or use force or tools on the gas control system. If the gas control knob will not operate by hand, the control must be replaced. Repairs must be made only by a trained gas service technician.

TAMPERING IS DANGEROUS
The pilot safety system may also not work if you do not follow the lighting instructions carefully or if you tamper with the gas control that you use to light the pilot. Tampering with the gas control, particularly with tools, can damage the safety mechanism in the control and can allow gas to leak. This can result in a fire or explosion causing property damage, personal injury or death.

CRITICAL SAFETY POINTS TO REMEMBER.
- Your gas has been odorized so that you can smell it. Always smell around for gas before lighting your appliances.
- Sniff for LP-gas at floor level. LP-gas is heavier than air and may temporarily exist at the floor level.
- If you smell gas, do not attempt to light the pilot. Do not cause a spark by turning on or off electrical switches or appliances or by using the phone. Turn off the gas to the appliances and call your gas supplier from another location.
- If your gas control has gotten wet as the result of flooding or other wetting, it must be replaced immediately by a trained gas service technician. Water can lead to damage of the internal safety mechanism in the gas control and can create a hazardous condition.

YOUR PILOT LIGHT SYSTEM IS BUILT FOR SAFETY AND RELIABILITY, BUT YOU CAN MAKE IT A HAZARD.
The gas control is a safety device. Never use any tools or try to force or repair the gas control. You must follow your lighting instructions precisely and do no more. The potential for fire or explosion with property damage, personal injuries or death exists if you tamper with the pilot lighting system or the gas control. Repairs must be made by a trained gas service technician only. Most likely your gas appliance and pilot light system will provide safe, reliable performance. But sooner or later, you may have a problem. That's when you must remember...

IMPORTANT SAFETY BULLETIN ON YOUR GAS CONTROL AND PILOT LIGHT SYSTEM FOR HEATING AND WATER HEATING EQUIPMENT

IF YOU SMELL GAS, DON'T LIGHT.
IF YOU CAN'T LIGHT IT, DON'T FIGHT IT!