

Propane Safety and Duty to Warn

Duty to Warn is a propane industry standard that requires suppliers of propane, which has inherent potential hazards associated with it, to warn our customers of those potential hazards and ways to notice and avoid them. It is an ongoing practice in our industry that is communicated to our customers in several different ways.

Every fall our propane customers receive a mailing from us that includes a letter that outlines our propane out of gas delivery policies as well as two propane safety information pamphlets entitled “Propane Safety” and “Important Propane Safety Information for you and your family”. This is part of our “Duty to Warn” policy. We encourage everyone to read through the pamphlets to familiarize themselves with the potential hazards of propane and ways to notice and eliminate those potential hazards.

New customers are also mailed a packet that includes these same materials when we set a propane tank for them.

Also on the back of every delivery ticket is safety information regarding propane that we encourage all customers to read.

Verbal communication is also a very important part of our Duty to Warn policy. Our servicemen and drivers take every opportunity to explain potential hazards to our customers. Our employees are also very vigilant about looking for potential hazards and propane system deficiencies when making deliveries and performing service work, and then communicating that information to the customer and making sure the appropriate repairs are made to the gas system.

The goal of the propane industry Duty to Warn standard is to prevent injury and possible death due to propane explosions. The more informed our customers are about propane safety, the less likely that injury and death due to propane incidents will occur. Our ultimate goal is to keep everyone who uses propane safe.

If you would like a copy of the safety information pamphlets for your review, please call our office at 320-974-8868 or visit www.usepropane.com.