



## CONSUMER PROPANE SAFETY AWARENESS

Outside of requirements for jurisdictional systems or states that have limited liability laws, there are not many detailed standards for providing safety information to customers. C&F Risk Engineering has learned from various accidents and lawsuits that communication of propane safety information is important. Below are some guidelines to consider:

- Follow any required state and local requirements for providing safety information to consumers. Some states have duty-to-warn or duty-to-notify requirements that should be followed. The Texas Administrative Code provides as follows:

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### Texas Administrative Code

TITLE 16	ECONOMIC REGULATION
PART 1	RAILROAD COMMISSION OF TEXAS
CHAPTER 9	LP-GAS SAFETY RULES
SUBCHAPTER A	GENERAL REQUIREMENTS

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### Rule §9.32 Consumer Safety Notification

- (a) A person holding a license to install or repair an LP-gas system who sells, installs, or repairs an LP-gas system, piping, or other equipment that is part of a system, or an appliance that is connected or attached to a system shall provide the following notice to the purchase or owner of the system, piping, or other equipment or appliance: "WARNING: Flammable Gas. The 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."
- (b) A person holding a license to install or repair an LP-gas system who sells, installs, or repairs an LP-gas system, piping, or other equipment that is part of a system, or an appliance that is connected or attached to a system shall document the notice requirements in subsection (a) of this section.
- Provide all **new customers** with propane safety information. We recommend you utilize the Propane Education and Research Council's (PERC) library of consumer safety modules

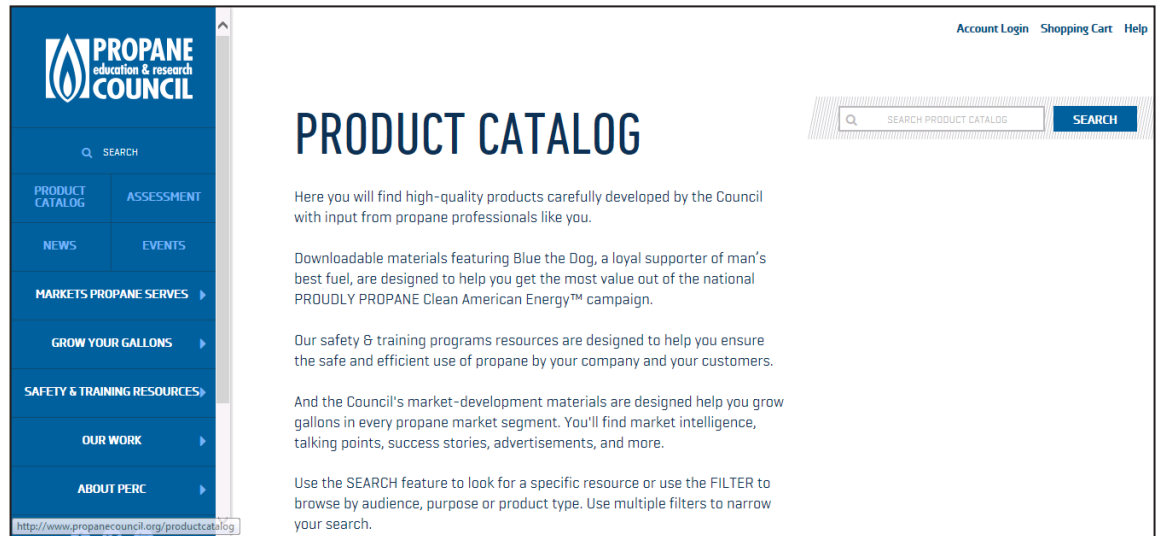
Go to the Propane Education and Research Council's catalog at:

<http://www.propanemarc.com/SearchResults.asp?Search=consumer+safety&Submit=Search>

Click on Safety & Training Resources and then Consumer Safety.

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There are many safety brochures in both in English and Spanish. Below are just a few of the brochures that can be used to provide valuable safety information to your customers.

- Important Propane Safety Information for You and Your Family
- Important Propane Safety Information for Users of Small Cylinders
- Carbon Monoxide
- CSST Consumer Information
- Propane and Your Recreational Vehicle (RV)
- Above-ground Propane Container Ownership: Know Your Responsibilities
- Underground Propane Tank Ownership: Know Your Responsibilities
- Essential Propane Safety Information for High Snowfall Areas.
- **Periodically, preferred annually**, provide different safety information to your consumers. The PERC catalog has many different safety warning brochures and pamphlets that can be sent to customers.
- Include **safety messages on the back of delivery tickets and invoices**. PERC has developed safety messages that can be used and can be found in the propane catalog. Please pay attention and adhere to any state requirements that need to be followed.

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- **DOCUMENT, DOCUMENT, DOCUMENT**

- When possible obtain a customer signature, such as during **new customer** set-ups completing your GAS/Safety Checks. **A signature is very important for verification of receiving safety warning information.**
- Have customers sign for the safety information when they sign a lease. Some companies incorporate safety information language within their lease agreements. Just be careful to list the name(s) of brochure(s) if you are periodically changing them.
- If any safety information is delivered when delivering propane have the drivers document on the delivery ticket the name of safety brochure left or have a list kept at the office of who were given a safety brochure for that day.
- Document the name(s) of brochure(s) or Item #(s) from the PERC brochure(s), to identify what safety information that was provided.
- Document a date the safety brochure was sent or handed to the customer.
- When mailing,
  - keep a list of customers and a copy of safety brochure(s) sent.
  - get a receipt from the post office, if sending by bulk mail.
  - send to your office with the brochure(s) and keep for later use in a claim or lawsuit.

- **Websites**

- Including safety information on company websites is a good means for communicating safety warnings. However, they should not to be used as the sole means of providing your safety messages. Unfortunately, not all of your customers will have access to a computer or smart phone.

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