



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.
- 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.

Contact Information
Reporting Claims or Loss

24-hour toll free number:
1.800.690.5520

Email to:
riskengineering@cfins.com

Consumer Propane Safety Awareness Risk Management



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 - preferably annually -- your company should provide safety information to its customers. The PERC catalog has many different safety warning brochures and pamphlets that can be sent to them. Your company can also include safety messages on the back of delivery tickets and invoices. The safety messages that PERC has developed can be found in the propane catalog.

Documenting customer receipt of safety information is crucial:

- When possible obtain a customer signature, such as during new customer set-ups or when completing GAS/Safety Checks. A signature is very important for verification of receipt of 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. If your company changes the names of the brochures it disseminates, be careful to list the name of each brochure.

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- If any safety information is delivered when delivering propane, have your drivers document on the delivery ticket the name of the safety brochure left or maintain a list of the drivers who were given safety information that day.
- Document the name of each brochure or item number from the PERC brochure to identify what safety information was provided.
- Document a date that the safety brochure was sent or handed to the customer.

When mailing:

- Keep a list of customers and a copy of each safety brochure sent.
- Get a receipt from the post office, if sending by bulk mail.
- Include you company in the mailing; do not open the envelope, leave the postmark intact and keep it to be used as evidence of mailing in the event of a claim or lawsuit.

Websites:

- Safety information on your website is a good means for communicating safety messages. A website should not to be your company's sole means of providing safety messages, however, as not all of your customers will have access to a computer or smart phone.

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