

ACCOUNT # _____



3645 N Route Z

Columbia, MO 65202

573.474.5501

office@ballengerpropane.com

APPLICANT NAME _____ DOB _____ SSN# _____
 PHYSICAL ADDRESS _____ CITY/ST/ZIP _____
 MAILING ADDRESS _____ CITY/ST/ZIP _____
 CELL # _____ WORK # _____ EMAIL _____
 EMPLOYER NAME/PHONE _____
 SPOUSE/CO-APP NAME _____ DOB _____ SSN# _____
 PHYSICAL ADDRESS _____ CITY/ST/ZIP _____
 MAILING ADDRESS _____ CITY/ST/ZIP _____
 CELL # _____ WORK # _____ EMAIL _____
 CO-APPLICANT EMPLOYER NAME/PHONE _____

IS PROPANE SERVICE (PHYSICAL ADDRESS) AT A RENTAL PROPERTY? YES NO

IF YES, LANDLORD NAME ADDRESS & PHONE # _____

All Rental Properties are on a will call basis ONLY, and payment is required AT THE TIME OF DELIVERY.

FUEL INFORMATION (check all that will run off propane)

FURNACE DUAL FUEL W/ PROPANE BACK UP WATER HEATER TANKLESS WATER HEATER
 OVEN/COOKTOP FIREPLACE FIREPIT BBQ GRILL GENERATOR
 POOL HEATER GARAGE/SHOP HEATER WALL HEATER OTHER _____

_____(initial) KEEP FULL DELIVERY. It is understood that payment is due within 10 days of delivery. All balances older than 60 days will be reported to the credit bureau and will be sent for collection.

_____(initial) WILL CALL DELIVERY. It is understood that the customer is responsible for checking the tank gauge and that there is a \$75 fee for any out-of-gas calls or any emergency delivery requiring less than 5 (five) business days. All balances older than 60 days will be reported to the credit bureau and will be sent for collection.

Prior Propane Company _____ Reason for new service _____

I/WE UNDERSTAND THAT IF CREDIT IS APPROVED THAT I/WE ARE RESPONSIBLE FOR ALL DELIVERIES MADE TO THE ABOVE RESIDENCE UNTIL NOTIFICATION BY ME/US IS RECEIVED IN WRITING BY BALLENGER PROPANE, INC. I/WE ALSO UNDERSTAND THAT APPROVED CREDIT DOES NOT ENTITLE DELIVERIES WITH AN OUTSTANDING BALANCE OWED TO THIS COMPANY AND WILL VOID ANY OBLIGATION FOR AUTOMATIC DELIVERY. BALANCES ARE PAYABLE BASED ON TERMS AND LIMITS GIVEN ON ACCOUNT AND BALANCES OVER 30 DAYS WILL BE SUBJECT TO A LATE CHARGE. I/WE ARE RESPONSIBLE FOR ALL COLLECTION COSTS, WHICH MAY INCLUDE ATTORNEY'S FEES, COURTS COSTS, ETC., FOR PAST DUE ACCOUNTS.

_____ (applicant initials)

_____ (co-applicant initials)

Applicant Signature _____ Date _____

Applicant Signature _____ Date _____

PAPERLESS BILLING? YES NO



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Payment Options

Cash, Check or Credit Card accepted

- Pay drivers with cash or check at the time of delivery
- Mail in payment in envelope provided at time of delivery
- On-line payment through our website @ www.ballengerpropane.com

Monthly Even Pay Plan - Budget Plan

The **Monthly Even Pay Plan** starts in June, with a goal of having a zero balance in May. If you have a credit balance in May, it will be applied to your next year and adjusted accordingly. If you have a balance due in May, we require full payment by May 10. We will then evaluate your cost for the next year based on the current propane cost.

We require a credit/debit card on file that will be run each month on the day of your choice. If for any reason a payment is missed due to your card expiring, insufficient funds, or a clerical error, it is still your responsibility to make the required payment. Payments must be made **EVERY** month, or you will be removed from the plan and your delivery will cease until account is current. Your estimated cost is based on the current price of propane. You will be notified if payment needs to be adjusted during the payment period due to an increase in the cost of propane.

Contract Propane - (Pre-buy)

The **Ballenger Propane, Inc. Pre-Buy Program** is a locked in price per gallon of propane that you'll purchase *up-front* for the entire season. No matter how crazy the markets get, **that's the price you'll pay throughout the term of your contract.** Contracts are offered in July with FULL payment due by September 1. Contact us at office@ballengerpropane.com if you would like the contract option.

Delivery Options

Route

We keep most of our customers on a "Route." This means when we are in your area, we will stop by and top off your tank. There is no set delivery schedule when on a route so deliveries could be at any time throughout the year. The driver will leave a payment envelope with the delivery ticket, so you know we have been there. If your account has an outstanding balance, it could cause a delay in your delivery so please keep your account current.

Will Call

Some customers prefer to call for their deliveries. **All renters are on a will call basis, as payment is required at time of delivery.** It is your responsibility to watch your tank. Please make sure to call for a delivery when your tank reaches approximately 30%. We require 7-day advance notice for all delivery requests.

Out of Gas, After Hour & Emergency Calls

Any out of gas, after hour or emergency propane deliveries are subject to a \$75 service charge.

Tank Monitors

Add a monitor to your tank to help eliminate the worry of checking your tank and/or running out of propane. Tanks are remotely checked 24/7 and an alert is sent when your tank reaches a low level. The cost is \$50/year.

Important Propane Safety Information

FOR YOU AND YOUR FAMILY



Please read and follow the safety instructions in this brochure. Share this information with your family to help keep everyone safe and to reduce the risk of serious and potentially fatal injury, fire, or explosion. Please keep and store in a safe place.

Este folleto contiene información importante acerca de la seguridad relacionada con el gas propano. Pida su versión en español a su vendedor de gas propano.

If You Smell Gas or Suspect a Gas Leak

- 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 a 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 AT THE TANK.**
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.**
Once you are safely away from the gas leak, call your propane retailer right away. If you cannot reach your propane retailer, call 911 or your local fire department.
- 5 DO NOT RETURN TO THE BUILDING OR AREA**
until your propane retailer, emergency responder, or qualified professional determines that it is safe to do so.
- 6 GET YOUR PROPANE SYSTEM CHECKED.**
Before you attempt to use any of your propane appliances, your propane retailer or a qualified professional must check your entire propane system to ensure that it is leak-free.



TAKE THE SNIFF TEST

Scratch and sniff the circle. The odor is similar to propane odor. Have everyone in your family take the sniff test to learn what propane smells like. You can also ask your propane retailer for a sniff of the gas at the tank.



Can You Smell It?

Propane has a foul odor that has been compared to garbage, sewage, a skunk's spray, or a dead animal.

Some people may have difficulty smelling propane. Causes may include:

- Age (older people may have a less sensitive sense of smell)
- The effects of medication
- Medical conditions such as colds, allergies, or sinus congestion
- Alcohol, tobacco, or drugs
- Tobacco smoke, cooking odors, musty or damp smells, and other strong odors

The propane smell may not wake up someone who is sleeping. It may also be in an area of the building where it may not be detected, such as a basement, an attic, or a garage.

ODOR LOSS is an unintended reduction in the concentration of the odor of propane, making it more difficult to smell. Situations that can cause odor loss include the presence of air, water, or rust in a propane tank or cylinder, or the passage of leaking propane through the soil.



Since there is a possibility of odor loss or problems with your sense of smell, you should respond immediately to even a faint odor of gas.

Propane Gas Detectors

Under some circumstances, you might not smell a gas leak. Propane gas detectors are designed to sound an alarm if they sense propane, even if the odorant cannot be detected. It is recommended that you consider installing one or more gas detectors listed by Underwriters Laboratories (UL) in your home. Detectors can provide an extra measure of safety.

Follow the manufacturer's instructions regarding use. If a detector is sounding an alarm, treat it as an emergency and act immediately, even if you do not smell propane. Never ignore the smell of propane, even if no detector is sounding an alarm.

Carbon Monoxide and Your Safety



WHAT IS CARBON MONOXIDE (CO)?

You cannot taste or smell carbon monoxide, but it is a very dangerous gas, produced when any fuel burns. High levels of carbon monoxide can come from appliances that are not operating correctly, or from a venting system or chimney that becomes blocked.

IF YOU SUSPECT CARBON MONOXIDE IS PRESENT, ACT IMMEDIATELY!

- 1 If you or a family member shows physical symptoms of carbon monoxide poisoning, get everyone out of the building and call 911 or your local fire department.
- 2 If it is safe to do so, open windows to allow entry of fresh air, and turn off any appliances you suspect may be releasing carbon monoxide.
- 3 If no one has physical symptoms of carbon monoxide poisoning, but you suspect that carbon monoxide is present, call your propane retailer or a qualified professional to check carbon monoxide levels and your propane equipment.



TO HELP REDUCE THE RISK OF CARBON MONOXIDE POISONING:

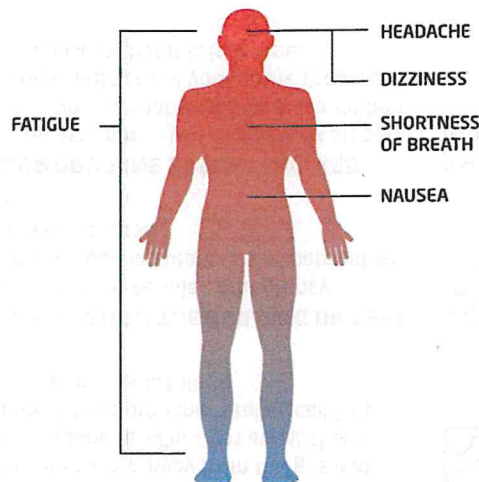
- Have a qualified professional check your propane appliances and related venting systems annually, preferably before the heating season begins.
- It is recommended that you consider installing carbon monoxide detectors on every level of your home. Follow the manufacturer's instructions regarding use.
- Never use a gas oven or range-top burners to provide heating.
- Never use portable heaters indoors unless they are designed and approved for indoor use.
- Never use a barbecue grill (propane or charcoal) indoors for cooking or heating.
- Regularly check your appliance exhaust vents for blockage.

Carbon Monoxide Can Be Deadly!



High levels of carbon monoxide can make you dizzy or sick (see below). In extreme cases, it can cause brain damage or death.

SYMPTOMS OF CARBON MONOXIDE POISONING INCLUDE:



SIGNS OF IMPROPER APPLIANCE OPERATION THAT CAN GENERATE HIGH CARBON MONOXIDE LEVELS:

- Sooting, especially on appliances and vents
- Unfamiliar or burning odor
- Increased moisture inside of windows
- Yellow flames

WHAT IS PROPANE?

Propane (also called LPG — liquefied petroleum gas — or LP gas) is a liquid fuel stored under pressure. In most systems, propane is vaporized to a gas before it leaves the tank. Propane is flammable when mixed with air (oxygen) and can be ignited by many sources, including open flames, smoking materials, electrical sparks, and static electricity. Severe "freeze burn" or frostbite can result if propane liquid comes in contact with your skin.

Lighting Pilot Lights



IF A PILOT LIGHT REPEATEDLY GOES OUT or is difficult to light, there may be a safety problem. **DO NOT** try to fix the problem yourself.

YOU ARE TAKING THE RISK of starting a fire or an explosion if you attempt to light a pilot light yourself. **IT IS STRONGLY RECOMMENDED** that only a qualified professional light any pilot light that has gone out.



Gas can leak through an open gas line. If you disconnect an appliance from a gas line or are otherwise aware of an open gas line, be sure to contact your propane retailer or a qualified professional to close, cap, or plug the open gas line.

Running Out of Gas



DO NOT RUN OUT OF GAS. SERIOUS SAFETY HAZARDS, INCLUDING FIRE OR EXPLOSION, CAN RESULT.

If your propane tank runs out of gas, any pilot lights on your appliances will go out. This can be extremely dangerous.

A LEAK CHECK IS REQUIRED.

Many states require the propane system to be checked for leaks before turning on the gas. Contact your propane retailer or a qualified professional to perform a leak check and turn on the gas.



Never turn the gas on at your propane tank. Contact your propane retailer or a qualified professional to check for leaks, turn on the gas, and re-light pilot lights on the appliances.

Appliance Maintenance



LEAVE IT TO THE EXPERTS.

Only a qualified professional has the training to install, inspect, service, maintain, and repair your appliances. Have your appliances and propane system inspected just before the start of each heating season.

HELP YOUR APPLIANCES "BREATHE."

Check the vents of your appliances to be sure that flue gases can flow easily to the outdoors; clear away any insect or bird nests or other debris. Also, clear the area around your appliances so plenty of air can reach the burner for proper combustion.

DO NOT TRY TO INSTALL, MODIFY, OR REPAIR

valves, regulators, connectors, controls, or other appliance and cylinder/tank parts. Doing so creates the risk of a gas leak that can result in property damage, serious injury, or death.

HAVE OLDER APPLIANCE CONNECTORS INSPECTED.

Certain older appliance connectors may crack or break, causing a gas leak. If you have an older appliance, have a qualified professional inspect the connector. Do not do this yourself, as movement of the appliance might damage the connector and cause a leak.



FLAMMABLE VAPORS ARE A SAFETY HAZARD.

A pilot light on your propane appliance can ignite vapors from gasoline, paint thinners, and other flammable liquids. Be sure to store and use flammable liquids outdoors or in an area of the building containing no propane appliances.



DO NOT RISK IT!

If you cannot operate any part of your propane system, or if you think an appliance or other device is not working properly, call your propane retailer or a qualified professional for assistance.

Don't get caught Out of Gas!



You've learned to keep a close eye on your car's gas gauge. Running out of gasoline is not just an inconvenience. It could place you and your loved ones at risk. You watch the gauge and fill your tank to avoid being stranded. Wouldn't it be nice if you never had to look at your gas gauge again? You can't with your car, but you can with your home! Automatic Delivery takes the worry out of running out!

Did you know?

For safety reasons, The State of Missouri has adopted the National Fire Protection Association's requirements regarding out-of-gas situations.

These regulations require anyone delivering propane to an out-of-gas customer to perform a safety inspection.

This leak or safety check includes an inspection of all lines, appliances, regulators and control valves.

A thorough safety check can take as long as an hour to complete and most marketers will charge an additional fee for this service. It may be inconvenient, but the propane customer is required to be at home at the time of the inspection.



Why is this inspection necessary on out-of-gas calls?

Propane is an extremely safe energy source when used properly. These strict out-of-gas regulations were enacted by the State of Missouri and NFPA to protect your family and property. Convenience, comfort, cost and safety . . . these are four good reasons to avoid out-of-gas situations.

We're here to help.

Your propane marketer still makes house calls and wants to make sure that you always have all the heat you need and plenty of hot water. That means making sure that you never run out of propane. You can avoid the inconvenience and cost of an out-of-gas call. Contact your propane marketer and ask them to place your account on an automatic delivery basis. When you do this, your account is placed on a route. At this point, your propane marketer will schedule regular deliveries based on your previous consumption. You will never have to worry about watching the gauge again.

Don't get caught out of gas!

Contact your propane dealer today to place you on automatic delivery.

Propane Customers

You Have a Duty to Inform

Missouri state law limits the liability of propane companies when customers do not disclose certain repairs, installation, modification or servicing of propane equipment. You are an important **Partner in Safety**— along with your propane service technician— so remember your...

...Duty to Inform

If you add or remove gas appliances, repair or service existing gas piping or otherwise modify your propane gas system and components, you should always remember to notify your propane supplier immediately.

Accidents can occur when an appliance is removed and the line is not capped securely, or when repairs or installations are not performed properly. Changing appliances may also affect your annual gas usage, which is critical in scheduling deliveries. Let your propane supplier make an inspection to ensure the safe, efficient operation of your appliances and piping system.

Propane is safe, affordable,
efficient and clean burning.

Follow these guidelines to ensure the safe and comfortable operation of your propane system:

- ✓ Notify your propane company when moving in or out of a residence so they can inspect the propane system and cap any unused appliance gas lines.
- ✓ Propane appliances must be installed by qualified professionals, according to state law. Never let a non-qualified person install appliances.
- ✓ To enhance the safety of your home or business, you should notify your propane supplier of any installation, modification, repair or servicing of your gas equipment or appliances.
- ✓ If you smell gas— get out immediately! Do not make a phone call from your house. Turn off the gas at the tank and call your propane company from a neighbor's phone.
- ✓ Running out of gas requires a leak check to the system, according to state codes. Sign up for automatic fill programs to avoid this expense.
- ✓ Never use a propane cylinder inside your home.

If you smell gas— get out immediately!

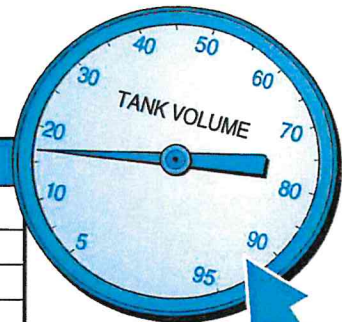
According to state law (RSMO 323.060):

(4) No person registered pursuant to this section and engaged in this state in the business of selling at retail of liquefied petroleum gas, or in the business of handling or transportation of liquefied petroleum gas over the highways of this state shall be liable for actual or punitive civil damages for injury to persons or property that result from any occurrence caused by the installation, modification, repair, or servicing of equipment and appliances for use with liquefied petroleum gas by any other person unless such registered person had received written notification or had other actual knowledge of such installation, modification, repair, or servicing of equipment and appliances and failed to inspect such installation, modification, repair, or servicing of equipment and appliances within thirty days after receipt of such notice or actual knowledge.

Any interruption in gas service, whether from running out of gas or any time the container service valve is closed, requires a leak check to ensure safe operation of the system. This precaution is mandated by both state and national safety codes.

HOW TO READ YOUR PROPANE TANK GAUGE

IF GAUGE READS	NUMBER OF GALLONS REMAINING:			
	150-GAL. TANK	200-GAL. TANK	250-GAL. TANK	500-GAL TANK
80%	120	160	200	400
70%	105	140	175	350
60%	90	120	150	300
50%	75	100	125	250
40%	60	80	100	200
30%	45	60	75	150
IF GAUGE READS LESS THAN 20%, ORDER GAS NOW!				
20%	30	40	50	100
10%	15	20	25	50

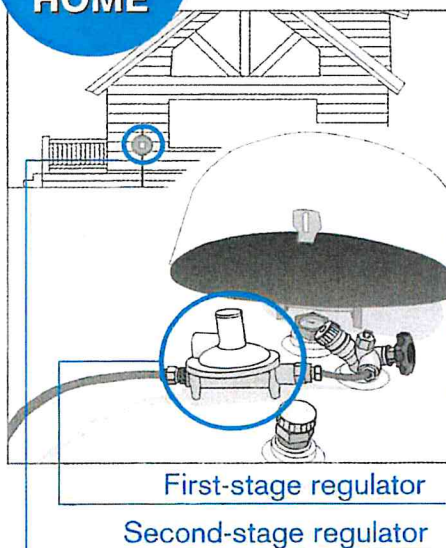


Numbers indicate the percentage of gas in the tank.

Look at the gauge attached to the tank with numbers from 5 to 95.
(Don't be confused by the pressure gauge, with numbers from 0 to 300)

Missouri State Law requires all propane gas companies to perform a leak test before refilling an empty tank to ensure the integrity of your propane piping system. The company may have to charge for this service, so you'll save time and money by signing up for automatic delivery.

HOME
Safe
HOME



Regulator safety

The regulator on your propane system lowers the pressure in your tank to the correct pressure for your appliances. Keep regulators clear of debris, leaves and other matter so that they can operate properly.

Maintaining the correct pressure means your appliances run more efficiently. Contact your propane supplier to inspect your regulator and adjust or replace it if necessary.



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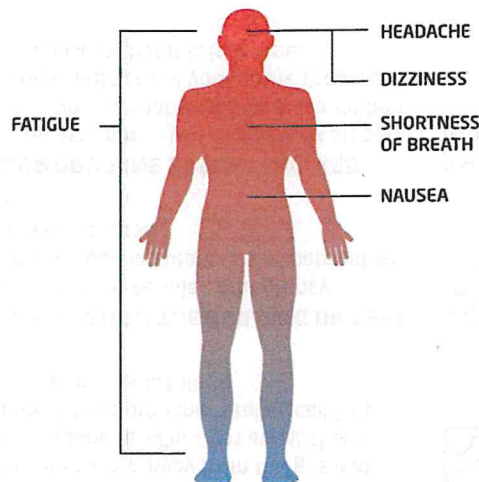
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