



**We deliver for you**

**Propane • Gasoline • Diesel • Heating Oil**

[www.smithpropaneandoil.com](http://www.smithpropaneandoil.com)

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October 1, 2013

Dear propane customer,

I want to first thank you for your patronage of Smith Propane and Oil. As always, we appreciate your business.

In keeping with our commitment to safe and secure propane use, each year we will be sending a letter to remind you—our valued customer—of safe propane practices. Please devote a few moments to reading the enclosed outline of safe propane practices and share them with other members of your household.

Nothing is more important than the safety of you and your loved ones, so it is crucial that you are aware of proper procedure in the uncommon event of a propane leak:

- An **awareness of the distinct odor given to propane**—as propane is naturally odorless and colorless—is a must. Propane odorant is often described as “foul” and associated with a rotting animal or expired eggs; if you are unsure of your ability to identify the odor of propane, please visit our offices in Loyahanna and a certified propane technician will allow you to smell it in a controlled environment.
- If at any time you suspect a leak—most often by noticing the distinct smell—**do not use any devices that can create an open flame or spark**, including turning lights (and flashlights) on or off.
- **Leave the area of the leak and do not return.** Then contact Smith Propane and Oil as well as emergency personnel from your secure location, which must be a **reasonable distance from the affected area.**
- **If it is safe to do so** (in the act of removing to a safe distance) **attempt to shut off gas** at the tank. You can do this by opening the dome lid affixed to the tank and turning the steel service knob clockwise to stop the flow of gas.
- Once emergency personnel or a Smith Propane and Oil technician has cleared you to return, make sure that the **entire system is evaluated before returning it to service.**

If you have any questions, comments, or concerns, do not hesitate to contact us at 1-800-814-2882.

Zachary Cromie  
Sales Representative  
Smith Propane and Oil

