



17834 RAILROAD STREET, PO BOX 70
MADISON, CA 95653
(530) 666-6996 1-800-621-8221
FAX (530) 666-6435
e-mail: staff@vikingpropane.com

Dear Valued Customer:

Thank you for choosing Viking Propane, Inc., as your propane supplier. We look forward to serving you.

The following letter and enclosed information is very important. Please take the time to read all of the information presented. Please sign this form and return as soon as possible or before the next scheduled delivery.

LP Gas is a safe, efficient and clean fuel when handled wisely and with respect. Viking Propane, Inc. is providing you with safety information about propane gas and we encourage you to read the enclosed materials.

Upon receiving this information, please complete and sign the bottom section. If you have specific questions about propane gas or our services, or if any of the items listed below are missing from this envelope, please contact Viking Propane, Inc at 1-800-621-8221 or (530) 666-6996.

The following materials are found in this packet:

- | | |
|--------------------------------------------------------------------------------|----------------------------------------------------------|
| <input type="checkbox"/> Duty to Warn Information
A. Propane Safety Booklet | <input type="checkbox"/> Proposition 65 Warning |
| <input type="checkbox"/> Out of Gas Policy | <input type="checkbox"/> Sales Tax Exemption Certificate |
| <input type="checkbox"/> Pressure Testing and System Checks | <input type="checkbox"/> Credit Application |
| | <input type="checkbox"/> Questionnaire |

I, _____, have received the above
(Customer Name)

information on _____. I understand and agree to the
(Date)

Pressure Testing and System Checks procedures.

Customer Signature _____



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OUT OF GAS POLICY

Dear Valued Customer:

Our mission is to provide propane in a way that is safe for you and our employees. Unfortunately, there may be times when you unexpectedly run out of propane. This could create an unsafe environment for both you and our delivery drivers—especially if these emergency deliveries occur late at night. Also, our drivers keep regular routes to maximize their efficiency and minimize operating costs, which keeps our propane reasonably priced for you.

If you run out of propane, you should:

1. Close the service valve on the propane tank.
2. Shut off all appliance valves.
3. Call Viking Propane immediately at 1-800-621-8221 or (530) 666-6996.
If after hours, an emergency number is provided.

It is imperative that you are home so we can check the entire gas system for leaks and light all pilots. If we arrive and no one is home, we will leave the tank locked off. The driver will leave an Out of Gas tag instructing you to call us. This return trip may result in an additional charge.

The following is a list of charges for Out of Gas situations:

- Regular Route Customers - No additional charge if account is current.

- Will Call Customers

Out of Gas Fee/Emergency Delivery Charges:

\$75.00, plus \$1.00 per mile - Monday - Friday 8:00 am - 5:00 pm

\$100.00, plus \$1.00 per mile - after 5:00 pm or during weekends or
Holidays.

- COD or Delinquent Customers:

Same fees as Will Call Customers except fees are due at time of delivery,
including any past due amount.



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ROUTING QUESTIONNAIRE

CUSTOMER NAME			
MAILING ADDRESS CITY, ZIP			
DELIVERY ADDRESS CITY, ZIP			
HOME PHONE		WORK PHONE	

What appliances in your home operate on propane? Please check all that apply.

<input type="checkbox"/>	Stove/Range	<input type="checkbox"/>	Water Heater	<input type="checkbox"/>	Wall Heater/Furnace
<input type="checkbox"/>	Cooktop	<input type="checkbox"/>	Clothes Dryer	<input type="checkbox"/>	Central Heat
<input type="checkbox"/>	Built in Oven	<input type="checkbox"/>	Pool/Spa Heater	<input type="checkbox"/>	Other _____

Please check the type of delivery service you would prefer:

WILL CALL

Customer must call at least 10 business days in advance for delivery so that we can schedule it when we are in the area. Our minimum delivery is 75 gallons at the regular residential rate. If customer requests less than 75 gallons, then the price will be \$.20 per gallon higher. It is the customers' responsibility to call us before the tank is out of fuel. It is best to call when the tank is between 20% and 30%. If a WILL CALL customer is out of propane, a pressure test must be performed and pilots relit, a \$50.00 fee may be added. If a WILL CALL customer calls and needs delivery the same day or before we will be in the area, then there will be an EMERGENCY DELIVERY CHARGE (see Out of Gas Policy).


REGULAR ROUTE

It is the responsibility of Viking Propane, Inc., to FILL the tank when needed. We try to fill the tank when it is between 20% and 30%. If a regular route customer happens to run out of propane, delivery will be made the same day without an EMERGENCY DELIVERY CHARGE.

NOTE: Account must be kept current to avoid interrupted service. Delivery will not be made if account is past due. If a regular route customer becomes past due, the account may become WILL CALL and possibly COD.

Customer Signature _____ Date _____

Office Use: <input type="checkbox"/> Computer <input type="checkbox"/> Route Card Date _____ By _____

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CREDIT APPLICATION

Please complete and return as soon as possible. Credit application must be on file to establish an open account or account will be COD.

First, Middle, Last Name	Driver's License	Social Security #	Date of Birth
Spouse First, Middle, Last Name	Driver's License	Social Security #	Date of Birth
Delivery Address (Street, Road), include city, zip			Home Phone
Mailing Address, include city, state, zip			Do you rent or own your home?
Previous Address, if less than 3 yrs at current address.			How long at current address?
Your Employer		Address	
Work Phone		Years There	
Spouse's Employer		Address	
Spouse's Work Phone		Years There	
Landlord Name (if renting)			
Address		City, State, Zip	
Landlord Phone Number			
References: Name of Creditor	Address	Account #	

All invoices are due net 15 days from invoice date. A late charge of 1.5% per month (\$5.00 minimum) will be added if not paid within 30 days. If account becomes past due, it will become WILL CALL and possibly COD. If account becomes more than 60 days past due, service will be disconnected. After 90 days, legal action may be taken and service may be discontinued. There is a \$30.00 charge for all returned checks.

Customer Signature _____ Date _____

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LPG SALES TAX EXEMPTION CERTIFICATE FORM

Sales tax is exempt on certain uses of propane: Primary residence for household use; and Agricultural purposes.

Please check the appropriate box, complete name, address and sign the form. Please return as soon as possible to qualify for the sales tax exemption. If you have any questions, please give us a call. Thank you!

1. Description of property to be purchased under this certificate:
Liquefied Petroleum Gas/LPG (Propane)
2. Purchaser's seller's permit (if a propane retailer): _____
3. Purpose for which the LPG (propane) will be used (check applicable items):
 - For household use in a qualified residence (primary residence) provided the propane is delivered into a tank with a storage capacity of 30 gallons or more.
 - To be used in producing and harvesting agricultural products provided the propane is delivered into a tank with a storage capacity of 30 gallons or more.

If I use LPG for any purpose not qualifying for an exemption (under the Revenue and Taxation Code, Section 6353) I understand that I am required to report and pay the state/use tax as measured by the purchase price.

Signature of purchaser (or purchaser's agent or employee):

Signature

Print Name

Address

City, State, Zip

Date

Account #



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PROPOSITION 65 PUBLIC WARNING

The Safe Drinking Water and Toxic Enforcement Act of 1986, commonly referred to as Proposition 65, requires the governor to publish a list of chemicals "known to the State to cause cancer, birth defects, or reproductive harm." It also requires California businesses to warn the public of potential exposures to these chemicals which result from the products they use, make or distribute.

Viking Propane, Inc.'s, facility stores propane and distributes propane to wholesale and retail customers in California for various uses. Propane itself is not a listed Proposition 65 chemical. The combustion of propane in appliances, such as stoves or heating systems and vehicles using propane, creates harmful chemicals. These chemicals include carbon monoxide, benzene, formaldehyde, and acetaldehyde - all chemicals known to the State to cause cancer and/or birth defects.

Viking Propane, Inc., encourages all of its customers to use propane safely. You should read and follow all use, care and manufacturer instructions for propane appliances and equipment. Proper ventilation and frequent inspection of propane appliances and equipment are highly recommended. A warning odorant is added to propane so that leaks of unburned gas can be quickly detected. If a gas odor is detected, contact a qualified service technician immediately.



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PRESSURE TESTING & SYSTEM CHECKS

Accidents can result from the failure to perform a complete system pressure test and/or leak check from the propane tank to the system pilot orifices. Viking Propane, Inc., must verify the integrity of you LP Gas System with a pressure test and/or leak check as defined by NPGA Bulletin T403, and document the results. The following situations call for a system check:

- New System or New Customer
- Occupancy Change
- System interruption following repairs or modifications, changing regulators, turning off the gas, etc.
- Out of Gas situations
- Suspected Leak

The following National Fuel Gas Code, ANSI Z223.1-1999, describes the procedures for qualified persons servicing a system for gas utilization.

System and Equipment Leakage Test

4.2.2 Before Turning Gas On. Before gas is introduced into a system of new gas piping, the entire system shall be inspected to determine that there are no open fittings or ends and that all manual valves on equipment are closed and all unused outlets are closed and plugged or capped.

4.2.3 Test For Leakage. Immediately after the gas is turned on into a new system or into a system that has been restored after an interruption of service, the piping system shall be tested for leakage. If leakage is indicated, the gas supply shall be shut off until necessary repairs have been made.

4.2.4 Placing Equipment In Operation. Gas utilization equipment shall not be permitted to be placed in operation until after the piping system has been tested and determined to be free of leakage and purged in accordance with 4.3.2.

Gas Check/Systems Check: Insurance regulations and industry standards recommend or require a Viking Propane, Inc., technician to perform a scheduled systematic inspection of your propane gas system from the tank to the appliances at least once every 5 years. The customer must be on-site while the system check is being performed. Additional charges may apply for additional labor or materials needed to make any necessary repairs.

Viking Propane, Inc.'s, technicians will make necessary repairs to the system from the storage tank to the 2nd stage regulator at our regular labor rates. Customer agrees to be responsible for all damage to said equipment arising from customer, customer's family, or customer's employees' negligence, carelessness or abuse thereof. Viking Propane, Inc., personnel may complete repairs from the 2nd stage regulator to appliances or you may be directed to call a qualified technician for repairs. Parts and service by Viking Propane, Inc., will be charged to the customer at prevailing rates. Any system found unsafe will be RED TAGGED and cannot be legally restarted until the unsafe condition has been repaired. You must call a qualified serviceman for repairs before out delivery personnel will place your system back in service.