

GREAT GAS & OIL CO., DBA GREAT GAS HEATING & AIR
910 N. MARINE BLVD.
JACKSONVILLE, NC 28540

CREDIT APPLICATION

Name _____ Spouse's Name _____

Street _____ City _____ State _____ Zip _____

Home Phone _____ Cell Phone _____ Cell Phone(Spouse) _____

How Long At Address _____ Do You **OWN / RENT** Work Phone _____

Age _____ Marital Status **SINGLE / MARRIED** No. of Dependents _____ Email _____

Employer/Title _____ Address _____ Length of Employment _____

City _____ State _____ Zip _____ Mo. Household Income \$ _____ Paid **WEEKLY/BIWEEKLY/MONTHLY**

Spouse's Employer/Title _____ Address _____ City _____ State _____ Zip _____

Nearest Relative _____ Address _____ City _____ State _____ Zip _____

Former Fuel Supplier _____

Credit References (Example: Credit Card, Car Payment, Etc.)
NO PERSONAL REFERENCES

Name _____ Contact/Phone _____

Address _____ Length of Account _____

Name _____ Contact/Phone _____

Address _____ Length of Account _____

Name _____ Contact/Phone _____

Address _____ Length of Account _____

MILITARY ONLY

Rank/Rate _____ EAS Date _____

PROMISSORY NOTE

For value received, I/we promise to pay to the order of GREAT GAS & OIL COMPANY and/or WHIZZ MARTS, INC at their Jacksonville, NC office all monies due. In the event the holder initiates any legal proceedings or incurs any legal or attorney fees in efforts to collect any balance due, such expense may be added to the principal due and the makers shall be liable for the payment thereof as an additional obligation under this instrument. It is clearly understood, as endorser of this note, that I am liable for the balance of this note if delinquent at any time. A finance charge of 1.5% per month (minimum charge of \$5.00) will be applied to the past due balance. This amounts to 18% annually.

Applicant
Signature _____ Date _____

Co-Applicant
Signature _____ Date _____

GREAT GAS AND OIL CO., INC.

QUESTIONS WE NEED FOR YOU TO ANSWER

What appliances will you be using? Water Heater _____
Stove _____
Fireplace _____
Dryer _____
Pool Heater _____
Generator _____

Have you got copper tubing from the appliance back to where the tank will be standing?
Yes ___ NO ___

If You are trying to install a Generator, What size tank does the Company say you need?

We do not lease tanks for Generators, you have to purchase them, we do sell them and Will provide propane and put you on a route system. We have above and underground Tanks.

Will you be leasing a tank from us _____? If yes, our tanks Are \$125 a year and the lease is due in the month of June of each year.

If you have moved into a home where there is already a Great Gas and Oil tank, we need to know that. We charge a transfer fee of \$58.95 to put that into your name. You still have to fill out an application To put that tank in your name.

We appreciate and know this is a lot of information, and if we haven't answer the question that you Need to know, please fee free to call us or ask us in the email you send this back to us. We will try Our very best to answer it.

Thank you very much again.

Louise Williams,
Great Gas & Oil Co., Inc.
Jeffrey W Allen
Nadia Andrews

We require all customers to fill out an application, for information in case we need to reach them In order to service them better, or if there is a reason we might have to turn their tank off until we Get back to them. We require our drivers to do a leak test when they deliver propane to make sure The tank is not leaking, or if there is anything wrong at the tank, we can turn the tank off, fix what's Wrong to keep the tank safe.

That's why we ask al lot of questions to begin with so we get enough information so we can keep you Safe and our drivers safe.

Our delivery tickets are due 10 days from the delivery date you receive it. We take cash, checks, or credit cards. To process credit cards, we charge a processing fee of \$3.21. We also will take a credit Card and keep it on file for you at no other charge other than the \$3.21, after the delivery invoice is turned in by the driver the day its delivered to you, the next day our front office clerk, runs the credit card runs that credit card on file for the delivery amount plus the \$3.21 processing fee. If you would Like a copy of the invoice plus the credit card receipt, we will email it to you that day.

We appreciate the opportunity to service your account and we look forward to having a great business Relationship, if you have any questions now or in the future, we can not answer them unless we know The question, so please call us and discuss it with us.

Thank you again.

Louise Williams, cell 910-389-0613
MAY GOD BLESS YOU AND YOUR FAMILY

Great Gas and Oil Co.,
Jeffrey W Allen, 1st Vice President
Nandia Andrews, Dispatcher
greatgas@bizec.rr.com
910-347-7138

GREAT GAS & OIL CO., INC. DBA GREAT GAS HEATING AND AIR

GREAT GAS MAKES WARM FRIENDS
910 N. Marine Blvd. Jacksonville, NC 28540
P: (910) 347-7138 ~ WWW.GREATGASNC.COM

TANK MAINTENANCE/ANNUAL LEASE FEES

GREAT GAS & OIL CO., DBA GREAT GAS HEATING AND AIR (GREAT GAS) WILL LEASE AND PROVIDE TO CUSTOMERS VARIOUS EQUIPMENT INCLUDING A PROPANE STORAGE TANK OR CYLINDER, REGULATOR(S) AND OTHER RELATED EQUIPMENT. CUSTOMER AGREES TO PAY GREAT GAS AN ANNUAL TANK LEASE AND TANK MAINTENANCE FEE DURING THE PERIOD THE EQUIPMENT IS AT THE SERVICE ADDRESS. THE AMOUNT CAN VARY BY GEOGRAPHY AND MAY BE AFFECTED BY, AMONG OTHER THINGS, THE CUSTOMERS ACTUAL ANNUAL USAGE. GREAT GAS RESERVES THE RIGHT TO RETRIEVE THEIR EQUIPMENT DURING NON-USE PERIODS AND EXCHANGE EQUIPMENT IF CUSTOMERS USAGE CHANGES, REGARDLESS OF OCCUPANCY OF THE SERVICE ADDRESS AND WITHOUT NOTICE. LEASE FEES AND MAINTENANCE CHARGES ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE.

TANK LEASE FEES ARE AS FOLLOWS FOR ALL TANK SIZES:

Gallons Used	
0 – 99.9	\$125.00
100.0 – 299.9	\$115.00
300.0 <	Not Required

GENERATORS

1 LEASE FEE PER TANK IS REQUIRED AT USED GALLONS FEE ABOVE.

TANK LEASE FEES ARE BILLED AT THE END OF THE FISCAL YEAR (MAY 31) EVERY YEAR.

I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE INFORMATION CONTAINED IN THIS NOTICE REGARDING ANNUAL TANK LEASE FEES. I AGREE TO PAY GREAT GAS & OIL, DBA GREAT GAS HEATING & AIR ANY FEES AND TAXES DUE IN ASSOCIATION WITH PROPANE, DIESEL, NON-HWY DIESEL, AND ANY OTHER RELATED EQUIPMENT IN A TIMELY MANNER.

Great Gas & Oil Company

Company/Affiliate

Great Gas Representative

Customer Print

Customer Signature

THIS NOTICE SUPERSEDES ALL PREVIOUS LEASE AGREEMENTS.

GREAT GAS & OIL CO., DBA GREAT GAS HEATING & AIR
910 NORTH MARINE BLVD., JACKSONVILLE, NC 28540
910-347-7138

EQUIPMENT INSTALLATION AND SERVICE AGREEMENT

Customer Account No. _____

AGREEMENT, Made this _____, day of _____ 20____ between GREAT GAS &
OIL COMPANY, DBA GREAT GAS HEATING & AIR with its local office at 910 North Marine Blvd.,
Jacksonville, NC hereinafter called "GREAT GAS" and Customer name _____
hereinafter called the "Customer."

Installation Address: _____

Property Owner's Name: _____

Property Owner's Address: _____

GREAT GAS agrees to lease to CUSTOMER for the term of this agreement the following Gas equipment.

Equipment	Rental/Maintenance (Subject to Change Without Prior Notice)
(1) _____ Size Serial No. Mfg.	\$ Annual Fee _____ per year month
(2) _____	\$ Annual Fee _____ per year month
(3) _____	\$ Annual Fee _____ per year month
(4) _____	\$ Annual Fee _____ per year month

The agreed value of the above listed equipment is \$ _____

Permit/Fees \$ Varies (if applicable) Deposit \$ N/A

Customer Rate N/A Other \$ N/A

The CUSTOMER agrees to purchase from GREAT GAS all of the CUSTOMER'S requirements for Gas for use at the installation address during the term hereof. State law prohibits the filling of the equipment by anyone other than GREAT GAS.

The terms and conditions of the AGREEMENT are set forth above and on Page 2.

The parties hereto have caused this AGREEMENT to be executed the day and year first above written.

GREAT GAS & OIL CO.
DBA GREAT GAS HEATING AND AIR

CUSTOMER

By: _____

Signature: _____

Branch Location: Jacksonville, NC

Date: _____

GREAT GAS & OIL CO., DBA GREAT GAS HEATING & AIR

TERMS AND CONDITIONS

1. Customer will pay Great Gas's current LP gas price in cash at the time of delivery or in accordance with such credit terms as shall have been extended to the Customer by Great Gas in separate agreement.
2. Neither Customer nor the property owner will cause or allow gas to be delivered into Great Gas' equipment covered by this agreement by anyone other than Great Gas.
3. Great Gas may make LP gas deliveries into the equipment whether or not Customer is then present and Customer agrees to pay for such deliveries, even though the delivery ticket has not been signed by (or for) the Customer.
4. Customer's payments under this Agreement do not include charges for installation, connection or disconnection of leased or loan tanks and equipment. In addition to the price of gas and any rental charge for the tanks and equipment, there will be a charge for labor and materials for tank and equipment installation or disconnection.
5. Customer and property owner agree that Great Gas' representatives may enter upon the property owner's premises for the purpose of making deliveries of LP gas, for access to equipment into which the gas is to be delivered, for removal of Great Gas' property in the event of default or termination of this Agreement, and for any other purpose related to this Agreement. The Customer shall bear any expense necessary to make the leased equipment accessible to Great Gas, including, but not limited to bringing underground equipment to ground level for removal or service.
6. Customer will pay all taxes, including personal property taxes, attributable to the gas and equipment during the period of this Agreement and pay for all loss or damage to LP gas or equipment owned by Great Gas, except for damage to the leased equipment resulting from ordinary wear and use. The cost of the maintenance and repair required by ordinary wear and use will be borne by Great Gas, subject to notice by Customer of need for the same.
7. Great Gas' LP gas equipment is not to be removed, handled or tampered with in any manner by anyone not authorized by Great Gas. Great Gas must be called if maintenance or repair is necessary.
8. Great Gas is not responsible for damage caused by the LP gas or equipment including bulk storage tanks and regulators as a result of conditions beyond Great Gas control nor for loss of gas as a result of an incidental break or rupture of the Customer's equipment and gas lines. Great Gas is not responsible for failure to deliver gas in time of shortages, labor unrest, riot or due to conditions beyond Great Gas control. Great Gas and Oil Co., Inc DBA Great Gas Heating & Air is only responsible for tank and regulator unless Customer purchases tank and regulator. Great Gas and Oil Co., Inc DBA Great Gas Heating & Air is not responsible for equipment downstream of regulator on tank.
9. Deliveries of LP gas will be made by Great Gas according to a delivery schedule and minimum delivery amount established by Great Gas. If deliveries shall be made by Great Gas at the Customer's request for lesser quantities or off schedule delivery, the Customer agrees to pay an extra charge for transportation.
10. This Agreement is not subject to transfer or assignment by the Customer in any manner and shall be subject to termination by Great Gas if Customer ceases to occupy or use the premises to which gas is delivered under this Agreement.
11. Either party may terminate this Agreement at anytime on 10 days advance written notice delivered to the other party even though without cause specified in this Agreement. In any case where termination by Great Gas is authorized by this Agreement, or in the event of the Customer's failure to comply with any other Agreement with Great Gas, or if the Customer shall fail to make payment to Great Gas in accordance with its credit terms applicable to Customer, Great Gas may terminate either the lease of Great Gas' equipment or sale of LP gas or both, without prior notice. This Agreement shall terminate upon the filing of either voluntary or involuntary petition for relief of Customer under the Bankruptcy Act.
12. The Customer will pay all costs incurred by Great Gas to enforce any of the provisions of this Agreement, including reasonable attorney's fees.

GREAT GAS & OIL CO., DBA GREAT GAS HEATING & AIR

CUSTOMER OWNED APPLIANCE INSTALLATION

Customer requests for installations of new appliances and equipment obtained by them from outside sources that are not approved vendor brands and models carried by Great Gas & Oil Co., DBA Great Gas Heating & Air will not normally be approved for installation by our company. This also covers used equipment. This policy has been established to ultimately protect both our company and the consuming public and is not limited to the following factors:

- Consumers gain improved liability coverage on the brands and models we sell and service with the combined insurance limits of our approved vendors and manufacturers.
- Our service personnel receive industry specific “in house” and manufacturer training on the appliance brands we sell.
- Great Gas & Oil Co., DBA Great Gas Heating & Air has established warranty procedures through our key vendors and manufacturers for the equipment and appliances we sell.
- In warranty cases on products we sell, Great Gas & Oil Co., DBA Great Gas Heating & Air will can expedite replacement equipment and claim to be processed at a time when the equipment is most needed.
- Requests for installation of used equipment and appliances of unknown origin and circumstance carries the potential for serious liability and consequences that our company **will not** accept on behalf of the customer, i.e. flood damage, internal mechanism and safety control deterioration and tampering.
- Gas equipment and appliances purchased by customers from outside sources such as mass merchandise stores with untrained or ill-informed personnel often require expensive conversions unknown at the time of purchase.
- Great Gas & Oil Co., DBA Great Gas Heating & Air would have no means of, nor sources for, providing warranty assistance on appliances purchased elsewhere by the customer in regards to warranty, labor, parts or replacement.
- Installation of equipment we sell and are experienced with in regards to installation peculiarities and final adjustments ultimately results in less expense and call backs for the customer.

CUSTOMER DISCLAIMER

In the event that an installation is made by Great Gas & Oil Co., DBA Great Gas Heating & Air personnel of *customer owned* equipment and/or appliance(s), customer has herby been informed and agrees that he/she is responsible for all warranty claims and to the use and merchantability of said equipment and/or appliance(s), customer further agrees that subsequent *calls* for service for the purpose of, but not limited to, adjustment, lighting, instruction, repair, replacement or removal, shall be at Great Gas & Oil Co., DBA Great Gas Heating & Air’s current labor rates plus materials if necessary.

Great Gas & Oil Company
Company/Affiliate

Customer Signature

Great Gas Representative

Date

GREAT GAS & OIL CO., DBA GREAT GAS HEATING & AIR

GAS LOG WARNING AND DISCLAIMER

Provided by
Great Gas & Oil Co., DBA Great Gas Heating & Air
And
Affiliated Companies

You, the owner (user) are directly responsible for the day-to-day continuing use, operation, inspection and periodic maintenance of your log(s). Owner (user) shall not operate any gas log(s) until they have received and thoroughly understand the Owners Operation and Installation Manual specific to their gas log(s) model. **If the owner (user) does not follow exactly the information on the Owner's Operation and Installation Manual, a fire, explosion, and/or sooting may result, causing property damage, personal injury or loss of life.** Changes within your home's structure and environment can lead to serious operational changes in existing gas log use. Removal and replacement of gas log(s) for cleaning, dusting, etc. must be done exactly in the manner described in the Owner's Operation and Installation Manual to avoid improper flame impingement, which will cause sooting problems. Consult your owner's manual.

CUSTOMER/OWNER DISCLAIMER

Through owner's acknowledged receipt and understanding of the gas log(s) Owner's Operation and Installation Manual, owner (user) has the ultimate responsibility in the day to day continuing safe use, operation, inspection (or provision therefore) and appropriate periodic scheduled maintenance of owner's (user's) gas log(s).

Great Gas & Oil Co., Inc., DBA Great Gas Heating & Air shall only be responsible for the initial installation being completed in accordance to local code and within a workman like manner. Manufacturer's warranty terms and conditions shall be the primary source for claims for defective equipment, etc. for which Great Gas & Oil Co., DBA Great Gas Heating & Air shall assist owner (user) either directly or indirectly as appropriate. The owner (user) hereby acknowledges and accepts the first responsibilities noted with the gas log warning and disclaimer and certifies that they received and understand the manufacturer's instructions provided and agrees to operate owner's (user's) gas log(s) in strict compliance of such at all times while holding harmless Great Gas & Oil Co., DBA Great Gas Heating & Air and its affiliated companies.

Great Gas & Oil Company
Company/Affiliate

Customer Signature/Acceptance

Great Gas Representative

Date

GREAT GAS & OIL CO., DBA GREAT GAS HEATING & AIR

RESIDENTIAL GENERAL AGREEMENT

THIS AGREEMENT is made on the _____ day of _____ 20 ____.

The parties to this Agreement are as follows:

The First Party Name:

Address:

The Second Party Name: Great Gas & Oil Co., DBA Great Gas Heating & Air

Address: 910 North Marine Blvd.

Jacksonville, NC 28540

In consideration of the mutual promises and agreements herein stated and other good and valuable consideration, the receipt and sufficiency of which hereby acknowledged, the parties agree as follows:

1. The First Party Agrees to/that:

1. Only purchase LP Gas from Great Gas & Oil Co., DBA Great Gas Heating & Air.
2. Ownership of product takes place upon delivery.
3. To pay Great Gas & Oil Co., DBA Great Gas Heating & Air all gas bills and any extension thereof when presented. All LP Invoices are due 7 to 10 days after delivery.
4. To protect the equipment from injury, to keep and use it at the above address only, and to notify Great Gas & Oil Co., DBA Great Gas Heating & Air promptly in the event of trouble with it.
5. To return the equipment (Tank, Regulators, Etc.) in good working order to Great Gas & Oil Co., DBA Great Gas Heating & Air at the expiration or termination of this contract.
6. The equipment remains the property of Great Gas & Oil Co., DBA Great Gas Heating & Air, which shall have the right to terminate this contract and remove said equipment if the first party fails to perform any of their promises herein.
7. If first party moves away from the above premises he agrees to notify Great Gas & Oil Co., DBA Great Gas Heating & Air immediately and to return all equipment. First party has no rights to assign this contract.
8. All tank removal cost will be billed to customer's account upon termination of this contract. However, arrangements can be made to update agreement to ensure tank remains at said address by documentation.
9. Indemnity Agreement: First Party indemnifies Great Gas & Oil Co., DBA Great Gas Heating & Air against any claims.

2. The Second Party Agrees to/that:

1. Great Gas & Oil Co., DBA Great Gas Heating & Air will deliver and install all equipment for this LP Gas system.
2. Upon completion of the installation, Great Gas & Oil Co., DBA Great Gas Heating & Air shall remove and properly dispose of all waste and debris from the installation site brought on by said delivery and installation.
3. Will deliver gas in a responsible and timely matter. (Note Terms of Delivery)
4. Great Gas & Oil Co., DBA Great Gas Heating & Air shall comply with laws, ordinances, codes, rules and regulations bearing on the conduct of work including those Federal, State and Local agencies having jurisdiction.

3. The Parties mutually agree that the following additional terms will be applicable:

1. The minimum order is (Note Terms of Delivery) water capacity of tank for any single order. Users are not required to use this contract for orders less than the minimum order; however, the user may elect to use this contract for orders less than the minimum order, if Great Gas & Oil Co., DBA Great Gas Heating & Air elects to accept such orders. Refer to Terms of Delivery.
2. Orders for less than the minimum order will be billed with a transportation charge added to the invoice.
3. First Party has the right to purchase equipment at current new equipment prices. (Tanks, Regulators, Equipment and all assorted piping)
4. Both parties agree to protect the confidentiality of the terms of this contract and any pricing.
5. Price adjustments, downward or upward, which might be permitted during the contract period, must be general, either by reason of market change or on the part of Great Gas & Oil Co., DBA Great Gas Heating & Air to customer. Price is not guaranteed per gallon and is subject to change with the current market value without prior notice.
6. The contract shall be enforceable for 12 years or until tank is removed from property with associated fees for removal, labor, etc. If no addendums are made to this Agreement after the time limit, then it will be extended under same terms.

4. Miscellaneous Terms:

- (i) This Agreement shall be governed and interpreted under laws of the State of North Carolina.
- (ii) This Agreement shall be binding upon and shall inure to the benefit of the parties, their executors, administrators, successors and assigns.
- (iii) The failure of either party to enforce any of the provisions of this Agreement shall not be considered a waiver of that provision or the right of the party to thereafter enforce the provision.
- (iv) This Agreement constitutes the entire understanding of the parties with respect to the subject matter hereof and may not be modified except by an instrument in writing and signed by the parties.

IN WITNESS WHEREOF, the parties have signed and sealed this Agreement as of the effective date set forth above.

WITNESSES:

First Party: _____
Customer Signature

Date: _____

Second Party: _____
Great Gas Representative

Date: _____

Customer did receive copies of Agreement and Delivery Terms

Customer Signature and Date: _____

INFORMATION FOR LEASE HOLDERS

DATES OF LEASE IS FROM JULY 1, TO MAY 31

We do not refund for 100# tanks when the customer has Great Gas pick up the tanks, there is not A dial and we do not know how much propane is left in the tank.

We do refund propane in 50 gal, 100 gal, 250 gal and 500 gal tanks, we charge the fee of \$90.95 to Pick the tank up and prorate the propane in the tank at the current Apex Rack price.

We charge a fee of \$90.95 to pick up a tank when a customer stops the service with Great Gas & Oil, It takes an employee approximately 1 to 2 hours to go to a customers' home unhook the tank and Secure the copper tubing.

For tanks left in piace at your home for the person you sold your home to, we charge a rate of \$58.85 to transfer the tank into their name. They fill out an application for credit and lease agreement For the tank, when approved they are put on route and we work them according to their needs During the months. The route might consist of every month or every 3 months or just in the month of October, whatever Great Gas and Oil and the Customer decides. We do not have will calls where the Customer calls in when they need propane unless they are on the route and have run out of propane.

Signature

Date

Great Gas & Oil Co., DBA Great Gas Heating & Air

DELIVERY TERMS AND CONDITIONS

Deliveries of fuel products will be made according to company established delivery and routing schedules.

- 1 "Keep fill" scheduled deliveries are automatically scheduled and routed in an effort to maintain a customer's continuous fuel supply. Customers with approved credit terms who maintain a current payment status are eligible for this service.
- 2 "Past Due Accounts" Fuel deliveries and service will not be made to customers with a past due balance or if the credit limit has or will be exceeded.

Various payment arrangements are available through Great Gas & Oil Co., DBA Great Gas Heating & Air. Should you require further information or wish to be considered for a change in terms contact our office.

- 1 Regular payment terms- Customers with approved credit who maintain account payment status not exceeding 30 days are eligible for charge "keep fill" deliveries up to their authorized credit limit. All payments are due 7-10 days after the date of delivery. Management reserves the right to revoke charge accounts at any time without prior notice.
- 2 Customers that are not eligible for a line of credit may opt to place a credit or debit card on file. This card will be processed the day after each delivery. Should your credit/debit card decline or expire, immediate action will be taken such as; locking the tank or suspension of future deliveries until the card is updated and active again.
- 3 **Budget payment plan- Special payment arrangements allowing the customer to make equal monthly budget payments and maintain a "keep fill" delivery status.
- 4 **Scheduled payments terms- Special payment terms for approved customer accounts can be established for some cases.

**These must be approved by Great Gas & Oil Co., DBA Great Gas Heating & Air.

All Terms and Conditions subject to change at any time without prior notice.

GREAT GAS & OIL CO., DBA GREAT GAS HEATING & AIR

IMPORTANT INFORMATION ON PROPANE SAFETY

As a valued customer, we want you to know how to properly use propane. It is a flammable fuel that may explode if not properly handled. Please consider the following:

KNOW YOUR PROPANE SYSTEM:

Your propane system has four basic parts:

1. A tank or cylinder equipped with a main shutoff valve.
2. One or more regulators to reduce pressure between the container and your appliances.
3. Gas piping to carry the propane to your appliance.
4. Gas appliances.

The tank or cylinder is where the propane is stored. The shutoff valve turns the gas "on" or "off". The regulator controls the amount of gas pressure in the system. The piping carries the gas to your appliances.

The most important thing for you to know about your system is where the main shutoff valve is on the tank or cylinder. Know where it is and remember its location. If you are unsure, call Great Gas and Oil Company, Inc. and we will be glad to assist.

FOR YOUR SAFETY, PROPANE HAS AN ODOR ADDED SO YOU CAN DETECT LEAKS:

You and each member of your family must know the smell of propane. Ask your serviceman to demonstrate its odor. If anyone in your household cannot smell propane, or it smells weak, call us immediately.

Propane is heavier than air and will collect at floor level. Carefully smell at floor level and in low spots to check for propane.

WHAT TO DO IF YOU SMELL GAS OR SUSPECT A LEAK:

1. Put out all smoking materials and other open flames.
2. Do not operate any appliances, switches or thermostats.
3. Get everyone outside and away from gas equipment.
4. Shut off the gas supply, using the shutoff valve at the tank or cylinder.
5. Call Great Gas and Oil Company, Inc. – use your neighbor's phone – if you smell gas in the house.
6. Stay outside and leave gas off until the leak has been found and fixed.

IF YOU RUN OUT OF GAS:

Follow these steps:

1. Turn off all control valves on all your appliances.
2. Turn off the shutoff valve on the container.
3. Call Great Gas and Oil Company, Inc. to arrange for delivery.
4. Do not turn the gas back on yourself. Let our driver or serviceman do it. When you schedule your fill, try to be home so our driver or serviceman can relight and check your appliances.
5. It is an important safety precaution to have a serviceman check to see that all safety controls are functioning properly immediately after refilling your tank.

YOUR PROPANE SYSTEM AND APPLIANCES HAVE BUILT IN SAFETY FEATURES:

To keep them working:

1. Do not allow unqualified personnel to service your propane system or appliance.
2. Do not tamper with gas controls on appliances.
3. Do not let your system run out of propane.
4. Have wet or flooded appliances and controls serviced immediately.
5. Some suggest that propane odor can fade or be covered up by other strong odors. Do not light pilot in areas where there are strong odors, completely ventilate the area first.
6. Call a qualified technician to relight pilots or carefully follow the equipment manufacturer's instructions. We recommend that you call us.
7. Repeated pilot outages could indicate a hazardous condition. Do not attempt to relight the pilot – call your serviceman.

IMPORTANT SAFETY INFORMATION FOR LP GAS CUSTOMERS

Read immediately—keep for future references

Dear Valued LP Gas Customer:

While LP gas (propane) is a very safe and reliable heat source, like all gas, if it leaks, it can cause injury, death, and property damage. As your LP gas provider, we take your safety seriously. Therefore, we are sending you this letter to remind you of safety procedures you must follow to ensure that you and your family are safe when using LP gas.

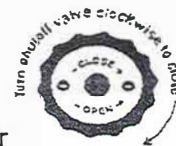


You and your family must read this letter and the attached brochure entitled "Important Propane Safety Information." Keep it nearby and periodically reread it. Failure to follow the safety precautions in this letter and this brochure could result in a gas explosion and fire or death by asphyxiation from carbon monoxide (CO) produced from appliances which are not operating or vented properly.



Below are several precautions that are in the brochure that we want to highlight:

- If you smell LP gas, if you think you hear gas escaping, or if a gas detector is alarming,
 - IMMEDIATELY put out all smoking materials and other open flames,
 - DO NOT operate lights, appliances, thermostats, garage door openers, telephones or cell phones,
 - IMMEDIATELY get everyone out of the building or area where you suspect gas to be,
 - TURN OFF the main gas supply valve on your propane tank(s) if it is safe to do so, by turning the shutoff valve to the right (clockwise),
 - CALL your propane retailer from a neighbor's home or other nearby building or use your cell phone from a safe location outside the premises and away from the gas leak area.
 - CALL 911 or your local fire department if you can't reach your propane retailer,
 - DO NOT re-enter the building or area until your propane retailer or safety personnel tell you it is safe.
 - BEFORE you attempt to use any of your propane appliances, your propane retailer or a qualified service technician must check your entire gas piping system to ensure that it is leak-free.
- LP gas can cause injury, death or property damage if it leaks and ignites. To prevent this, do the following:
 - Learn what LP gas smells like.
 - Buy, install and maintain at least one LP gas detector per manufacturer's instructions, which is designed to alarm when gas has leaked. This is because there are some situations where you may not be able to smell LP gas. If alarm goes off, take the same precautions as if you smell gas.
- Exposure to Carbon Monoxide (CO) can cause injury or death. To prevent this, do the following:
 - Buy, install and maintain a Carbon Monoxide detector per manufacturer's instructions, which is designed to alarm when CO is detected. This is because you typically cannot taste or smell CO, which is produced from appliances that are not operating properly
 - Everyone in your home should be aware of the symptoms of CO, including Headache, Dizziness, Fatigue, Shortness of breath and Nausea.
 - If you or a family member shows physical symptoms of CO poisoning, get everyone out of the building and call 911 or your local fire department.
- DO NOT try to repair, modify or alter your propane piping system or connected appliances. Only allow qualified personnel to work on it.



- **DO NOT attempt to relight any pilot lights.** If a pilot light has gone out there may be a safety problem. **Call your propane retailer at 910-347-7138 relight all pilots** or contact a qualified service technician to perform service or maintenance on your propane appliances

- **AVOID RUNNING OUT OF GAS.** Safety hazards, including fire or explosion can result.
 - If you have run out of LP gas or your service has been interrupted, call us immediately at 910-347-7138 so that we can come out and inspect your gas piping and check for leaks. Arrangements then can be made to relight the pilot lights by a qualified technician.
 - If you have run out of gas, you need to do the following:
 - Close the service valve on your LP gas tank.
 - Shut off all gas valves for appliances that use LP gas.

In addition to the attached documents, you can learn more about safety precautions that need to be taken for safe use of LP gas in your home or business at <http://www.propane.com/residential/>. This website contains a link to a product safety brochure and a product safety manual with extensive information on propane safety. To educate your kids on propane safety, go to <http://propanekids.com/>.