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PROPANE GAS EMPLOYEE GUIDE

Insert: Your Company Logo

IMPORTANT PHONE NUMBERS

Fire Department _____

Police Department _____

Dr. or EMS _____

Branch Manager _____

Service Manager _____

DISCLAIMER

The purpose of this informational material is to set forth general instructions to respond to propane gas customer inquiries and/or complaints. The suggestions herein are not to be considered definitive nor an exhaustive treatment of possible inquiries or complaints and should not be interpreted as precluding other procedures which would enhance safe propane gas operations. Issuance of this brochure is not intended to nor should it be construed as an undertaking to perform services on behalf of any party either for their protection or for the protection of third parties. The Indiana Propane Gas Association does not assume liability for reliance on the contents of this brochure.

PILOT OUTAGE

If the pilot is out, instruct the customer to:

1. Turn off gas supply at the tank.
2. Wait for gas service personnel to arrive.
3. If pilots are not burning, check office records for date for last delivery to see if customer might be out of gas.
4. If customer usage history indicates that the customer should not be out of gas, you should dispatch a service person.
5. If records indicate customer could be out of gas, dispatch a delivery truck with instructions to bubble test the fittings and appliance connections and leak check the system. A leak check by a certified technician is required before lighting the pilots.

INSIDE GAS LEAKS

When a customer calls to report a leak:

- Get name and location of the installation.
- Record time of call, name of person calling, and time service person was sent.

When leak is reported inside of a building:

Ask customer if the leak can be heard or smelled. If yes, immediately instruct customer to:

- Do not turn light switches on or off.
- Evacuate the building and stay out until checked by qualified personnel.
- Turn off gas supply at the tank.

All gas leaks are serious and take priority over all other service work. The more information the customer can provide the greater the chance of service person will have in preparing for the repair.

OUTSIDE GAS LEAK

1. Can you determine the source of the leak?
2. If at the tank, can you locate the leak? Can you see it, hear it, or just smell it?
3. If the leak is at the regulator, pigtail, or gas line instruct the customer to shut off the service valve.
4. If the leak is at the relief valve, advise the customer to stay away from the tank.
5. If the leak is at the filler valve or gauge, advise the customer to stay away from the tank.
6. If the customer is unsure of the source of the leak, tell the customer to stay away from the tank. Dispatch the service person immediately.

All gas leaks are serious and take priority over all other service work. All gas leaks are considered emergency calls. Dispatch someone immediately.

Carbon Monoxide

- Ask customer about symptoms that are being experienced. Carbon monoxide symptoms include headache, nausea, fatigue, dizziness, eye irritation, irregular breathing, and other flu type symptoms. Gradually, exposure to carbon monoxide may cause a poisoning that can result in disorientation, confusion, sleepiness, fainting, and possible death.
- Obtain name of person calling, and name of customer if different from caller along with address of problem.
- Obtain a phone number where you can call person back. It should not be the phone number of the property where the problem is.
- Give the customer the following instructions:
 - Do NOT turn light switches on or off.
 - Leave doors and windows open.
 - Evacuate the property immediately (pets included) and do not re-enter until inspected by a qualified service technician.
 - Turn off the gas supply to the building at the tank.
- Dispatch a service technician immediately to the building. If a service technician is not immediately available, tell the caller that they should contact their local fire department so that they can investigate the situation and protect the building until a service technician arrives.

Carbon monoxide calls should be considered dangerous and do require immediate attention. Carbon monoxide is an odorless, colorless, toxic, flammable gas that can be deadly.

OUT OF GAS CALLS

A leak test may be required by the propane marketer before delivery can be made. Pilots must be relit by a qualified service technician. There is usually a service charge for these items and someone must be home to allow entry into the home.

Name of Customer: _____

Location of Customer: _____

Customer Telephone Numbers (home, work) _____

Are all the appliances off? _____

Is the tank gauge on zero? _____

While the customer is on the phone, check to see if the customer's account is past due. Most marketers will not make a second delivery until the previous bill is paid.

If this is a first time call-in who is out of gas, they may owe another propane company who will not deliver. This may also be a lease tank customer with a past due tank rent and gas charge.

If this customer often calls in to report being "out of gas," the manager should discuss the safety, convenience, and savings by being on a route service.

If customer is out of gas, every effort should be made to give immediate service. If for any reason prompt delivery cannot be made, manager should be notified.

Advisee customer that when delivery is made, someone must be home so that delivery person can check for possible leaks.

HEATING APPLIANCES

What type of heater?

Central – Space Heater – Wall Furnace – Floor Furnace

What seems to be wrong with heater?

No Heat

- Is the electrical power “on” to the unit?
- Is the thermostat on “heat” cycle and turned above room temperature?
- Is the pilot lit and a bright blue color?
- Is the gas valve turned to the “on” position?
- Check for blown fuse or tripped circuit breaker.

Noisy

- A loud “clicking” and “clicking” can often be heard as the heat chamber expands.
- A loose belt or ticking of the squirrel cage fan are also common sounds.
- A very distinct blowtorch sound indicates combustion taking place in the venturi.
- These can usually be corrected by a qualified service technician.

Odor

- The first heating cycle of the season will produce the smell of dust and lint.
- If odor is accompanied with irritation of the eyes, the exhaust vent may be disconnected or plugged. A service person must be dispatched.
- A carbon monoxide test should be made.
- A cracked heat exchanger is a possible source of odor and CO.

RANGES

What is the make of the range?

What seems to be the problem?

Oven

- Too hot or too cold. A thermostat problem that can usually be adjusted with a very small screwdriver inserted into the center of the shaft where the oven knob mounts.
- Oven won't light. Standing pilot light may be out. Hot surface igniter or oven gas valve may be faulty.
- Clock timer may not be set to manual.
- Electric supply cord may be unplugged.
- Foil covering air ports in bottom of oven will cause poor heat circulation and may also cause incomplete combustion.

Top Burners

- Pilots are out or electric cord unplugged which powers electric ignition.
- Pilots burning but the charge ports are plugged, so main ports won't light.
- Main ports plugged with Ajax type cleaner or food which was spilled. Use a toothpick to probe an open each port.

WATER HEATERS

What seems to be wrong with the water heater?

No Hot Water

- Is the pilot lit? A qualified service person must re-light it and cycle the gas control.
- Is the gas control thermostat set properly? It should be on "Normal" for 140 degrees water temperature required by a dishwasher.

Water Heater Leaks Water

- When large quantities of water are used, condensation will form on bottom of tank and drop to bottom of pan or floor. Do not mistake for leak in tank. This usually occurs when a new heater is installed and continues until water is hot.
- Is the water drain valve turned completely off?

Water Too Hot

- Thermostat on control set too high.
- If water is streaming, have customer turn off gas to heater and dispatch service person to correct problem as soon as possible.

Water Too Cold

- Did you wait a reasonable length of time after washing or drawing bath water?
- Have you drained your tank periodically (till water runs clean – usually 2-3 gallons) to get rid of sediment build-up on bottom of tank?

Noise

- A gurgling sound during the heating cycle indicates a build-up of minerals. These need to be drained from the tank every six months by a garden hose connected to the drain valve.
- Noise like a blow torch indicates ignition taking place in the venturi. Send a service person.
- Hammering sounds when shutting off the hot water indicates the air chambers are water logged. Shut off cold water supply, drain down lines, then re-charge with water.

BBQ GRILLS

New Grill – Won't Light

- Did you have the cylinder filled?
- Is the connection into the cylinder tight?
- Did you press in and turn the burner knob to "High"?
- If you assembled the grill, did you install the burner so that the venturi is over the orifice?

Old Grill – Won't Light

- No propane in cylinder or service valve not on.
- Venturi blocked by spider web or mud dauber nest. Venturi not engaging in burner orifice.
- Use a common match, as spark igniter may be faulty. Always open the top lid before attempting to light the grill.

Big Yellow Flames

- The most common cause of this condition is a burner rusted out between the ports. This allows too much gas to flow in some areas. Replace the burner.
- If there are no signs of rusting on the main burner, there may be spider webs or other blockage inside the burner.
- Air shutter closed off. Open it to produce the crisp blue flame typical of propane burners.

Safety Considerations

- Transport and store the cylinders upright.
- Test connection at the cylinder for leaks. A fire at this location can be very dangerous.
- Always turn off the service valve when not in use.
- Store cylinders outside.
- Cylinder coating must be a heat-reflecting color.
- Never allow a cylinder to be overfilled.

OPD Requirements

Federal and State laws and regulations require that every cylinder under 40 pounds be equipped with an OPD valve (Overfill Prevention Device). No tanks without the OPD are allowed to be filled or used in Indiana except for in a few circumstances. An OPD can be identified by a triangular hand wheel and "OPD" stamped somewhere on the valve.

NEW CUSTOMER CALLS

Type of Service Needed

Domestic

- Get the prospect's name, location, and telephone number (if possible).
- Avoid quoting prices until customer's needs are understood completely. In most cases, a person-to-person discussion is the better time for a price quotation.
- Is the tank needed?
- Service/labor cost.
- Try to make an appointment.

Many things enter into finding what will best fill the customer's needs: how many in the family, is house insulated, is house normally occupied all the time, type of construction landscape conditions for tank placement, etc.

If the customer requests service, explain payment terms and the total cost of initiating service. The customer must be prepared to pay for the initial delivery and installation if required.

Notify customer of any annual charges such as tank rent, regulatory fees, etc.

Tell customer about your company's special programs such as budget payment plans, pre-buy programs, keep fill, etc.

If company policy is to run credit check on new customers, let prospective know.

NOTES

COLLECTION CALLS

The secret of a successful collection call is to establish the following:

- Definite payment arrangements.
- Prompt follow-up.
- Positive expectations about commitment.

When placing a collection call, always:

- Check state laws and company policies.
- Pre-plan and review the account.
- Be sure you have the debtor or his/spouse, or in the case of a commercial account, the person responsible for the commitment.
- Introduce yourself.
- State the reason for the call.
- Note conversation, including date, time and name of person with whom you spoke.

Describe company highlights as appropriate to the situation:

- We have highly trained service people.
- We are a family-owned local business.
- We have always provided you with reliable gas delivery service.
- We have held your checks in the past but can no longer do that if you will not pay them off as promised.
- We delivered the gas when we said we would, and we expect you to pay for it as you said you would.
- We can open an account for you after you fill out a credit application, provided the past history is good.

COMMON COLLECTION CALL RESPONSES

Customer states, "The check is in the mail."

Reply: "Thank you, Mr./Mrs. _____."

"When did you mail it?"

"Was it for the full amount you owe?"

"If we do not receive it by _____, I'll call again."

Customer states, "I can't pay the full amount."

Reply: "How much can you pay?"

Although the customer may be unable to pay in full, he or she can pay a portion of the amount due. Expect a firm commitment of the amount and date of this payment and for the balance.

Customer states, "I didn't authorize that delivery."

Reply: "Our delivery service calls for automatic scheduled deliveries unless special arrangements have been made with the office. Additional charges would be incurred if a special delivery is required."

Customer states, "Well, I have been making payments."

Reply: "Yes, Mr./Mrs. _____; however, our terms of sale require full payment, and \$_____ of your account is not past due."

Customer states, "I refuse to pay because the job wasn't done right."

Reply: "I have already discussed that with the manager and an adjustment of \$ _____ has been made. The remaining balance is \$ _____. When can we expect payment?"

Customer states, "I've been out of work for _____ months."

Reply: "We realize the economy has affected jobs; however, most people in those circumstances are covered by unemployment, workers' compensation or disability insurance."

NOTE: Try to refrain from asking questions. Make statements of fact and pause long enough to evoke a response.

PROPANE GAS PROPERTIES

BTU Per Gallon	91,502
BTU Per Cubic Foot	2,488
BTU Per Pound	21,548
Pounds per Gallon	4.20
Cubic Feet per Gallon	36.38
Cubic Feet per Pound	8.66
Specific Gravity of Vapor	1.50
Specific Gravity of Liquid	0.504
Boiling Point in Degrees F	-.44
Vapor Pressure in PSIG at 0F	23.5
Vapor Pressure in PSIG at 100F	196
Octane Number	125
Motor Fuel R/M	104
Cu. Ft. Air Required to Burn 1 Cu. Ft. Gas	23.5
Ignition Temperature	920-1020 Degrees F
Maximum Flame Temperature	3600 Degrees F
Flashpoint	-156 Degrees F
Flammability	L.E.L. 2.4 U.E.L. 9.5

Propane Chemical Formula C_3H_8
(3 parts carbon – 8 parts hydrogen)

Propane Gas is “portable energy”
Clean – Safe – Economical

GENERAL TANK INFORMATION (at 80% Full)

120 gal.	Horizontal	24" diameter x 69" long	Holds 100 gal.
120 gal.	Upright	30" diameter	Holds 100 gal.
200 gal.		30" diameter x 79" long	Holds 160 gal.
250 gal.		30" diameter x 94" long	Holds 200 gal.
320 gal.		30" diameter x 119" long	Holds 256 gal.
500 gal.		37" diameter x 119" long	Holds 400 gal.
1000 gal.*		41" diameter x 193" long	Holds 800 gal.

The propane tank must be more than ten (10) feet from a building and more than ten (10) feet from a source of ignition or combustible materials.

*Tanks greater than 500 gallon capacity require greater distances. Please see NFPA 58 for more information.

Above Ground Tanks

The law requires these tanks to be placed upon a solid footing or foundation. Sometimes a contractor will pour a pad to place the tank upon.

All propane tanks must be painted with light-colored, reflecting paint. Rust and pitting of the surface may cause the tank to be "red-tagged" and placed "out of service."

Underground Tanks

The container must rest on firm sand or earth. If conditions are not suitable, UG tanks can be placed on a foundation or slab. When installed in a flood plain area, it may be necessary to anchor the tank to prevent floatation.

Tanks must be protected against corrosion through application of a coating or by both coating and cathodic protection.

