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Your Locally Owned & Operated Propane Supplier — *Making Propane Affordable*

October 2026

Dear Valued Customer,

As colder weather approaches, we want to keep your home or business warm and safe with uninterrupted propane service all winter long. Please take a few moments to *review the enclosed safety pamphlet with members of your family, any tenants in rental properties, or employees at your business*. This safety information applies to any secondary accounts that you may have with us and is also available on our website, *www.moorepropaneusa.com*, for your review at any time. Understanding these guidelines is the most important step you can take to prevent accidents and keep your home or business safe.

This guide provides crucial information on:

- Recognizing the smell of propane (the "rotten egg" odor).
- What steps to take immediately if you suspect a leak.
- Best practices for safe appliance operation and maintenance tips.

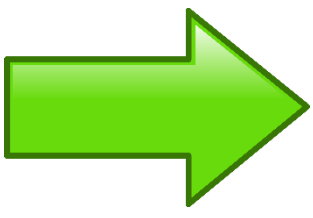
Important Notice Regarding Service Interruption

As noted in the enclosed pamphlet, maintaining continuous service is vital for safety. Please note that it is important to monitor your propane level to avoid running completely out of gas.

If your tank is shut off or if the propane tank runs empty, the pressure is lost, which can create unsafe conditions inside your property. As a mandatory safety measure, our insurance company requires a qualified technician to perform a complete system leak check before service can be restored. This is a critical safety inspection that helps ensure the safety of your entire system.

Please be advised that this mandatory leak check will incur additional service fees. To avoid these charges and ensure uninterrupted safety and comfort, please schedule your deliveries promptly as indicated in the delivery information located on the back of this letter.

MORE IMPORTANT DELIVERY INFORMATION ON THE BACK – PLEASE READ!



Important Delivery Information

1. *Check Your Tank Level Now* – Before the cold weather sets in, please read the gauge on your propane tank to determine if you need a fill prior to the start of the busy heating season. Ordering early helps avoid delays or emergency delivery fees when the cold weather arrives.

2. *Winter Ordering: Call Before Your Gauge Reads 30%* - During winter months, propane consumption increases significantly, and severe weather can impact travel conditions and delivery schedules.
   - Will-Call Customers: Please contact us to request a delivery when your tank gauge nears 30%. Waiting until your tank drops lower can increase your risk of running out of propane during extreme cold, which can lead to heating interruptions and required leak check safety inspections before service can be restored.
   - Tank Monitor / Automatic Delivery Customers – While Moore Propane schedules your fills based on the monitor tank reading, we encourage you to keep an eye on your gauge during unusual weather patterns or periods of increased propane use. Remember, you can use our app from the comfort of your home without having to go outside and check your tank.

3. *Keep Driveways and Access Paths Clear* – To ensure our delivery drivers can safely access your property:
   - Keep driveways, lanes, and access routes clear of snow, ice, vehicles, and debris at all times.
   - Clear a safe, unblocked pathway through the snow directly to your propane tank.
   - Customers with Tank Monitors: Please understand that even if your tank is equipped with an electronic tank monitor, our service technicians and delivery drivers still require safe, clear access to your driveway and tank. A monitor allows us to track levels, but physical access is required to make the delivery. If we are unable to safely make your delivery, your tank may run the risk of running empty.

If you have any questions about the enclosed safety information or would like to schedule a system check, please don't hesitate to call us at 814-299-7073. Thank you for being a valued customer. Your safety is our top priority.

Sincerely,

The Team at Moore Propane