



NuWay-K&H Cooperative
PO Box Q
Trimont, MN 56176

NuWay-K&H Cooperative
PO Box 188
Wesley, IA 50483

Trimont Office: 800-445-4118
Wesley Office: 800-244-6101
NuWay-KandH.com

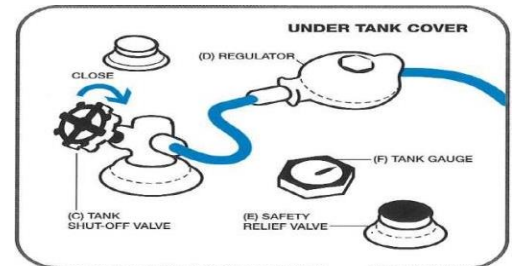
January 2023

To our Valued Customers:

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

If you have a propane leak or one is suspected, you should:

1. Extinguish all flames and sparks
2. Leave the area
3. Close the shut off valve located under the tank cover
4. Contact NuWay-K&H Cooperative at 800-445-4118
5. Do not return to the building or area



If you run out of propane gas, you should:

1. Close the shut off valve located under the tank cover
2. Contact NuWay-K&H Cooperative at 800-445-4118

Delivery and System Leakage Test Fees

- SCHEDULED DELIVERY OR EVEN PAY CUSTOMER - OUT OF GAS – No charge. **Account must be in good standing.**
- WILL CALL (accounts in good standing) or COA (Cash on Account)
 - \$150.00 – DELIVERY FEE DURING NORMAL BUSINESS HOURS – with less than 2 business-day notice AND/OR less than 300 gallons minimum delivery.
 - \$250.00 – DELIVERY FEE - AFTER HOURS, WEEKEND AND HOLIDAY CHARGE - ***No deliveries to COA or delinquent accounts will be made after hours, on weekends or holidays.**
 - \$75.00 – SYSTEM LEAKAGE TEST - * Out of Gas or Suspected Out of Gas
- **NuWay-K&H Cooperative reserves the right to refuse delivery to Will Call accounts after normal business hours.**

- **In a reported out of gas situation or suspected leak we are required to perform a system leakage test where an adult will need to be present for this to occur.**
- **NuWay-K&H Cooperative will not deliver fuel in an out of gas situation unless an adult is present.**
- **If our personnel find an unsafe condition related to your system, it will be RED Tagged and taken out of service. You will need to call a qualified serviceperson to make repairs before our personnel will place your system back in service.**

Other situations that require us to perform a system leakage test are:

- New customer/Change in Ownership
- System interruption following repairs or modifications

A copy of our propane policies can be made available upon request or found on our website at NuWay-KandH.com.

Cooperatively,

NuWay-K&H Cooperative