



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

### To our Valued Customers:

Our mission is to provide propane in a way that is safe for you and our employees.

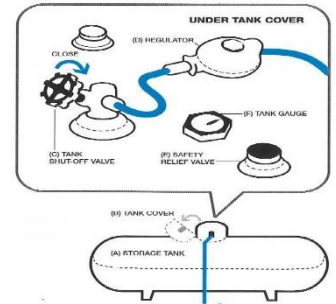
#### If you have a propane leak or one is suspected, you should:

1. Extinguish all flames and avoid sparks (no cell phone use and avoid using light switches)
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

Unfortunately, there may be times when you run out of gas. This could create an unsafe environment for both you and our delivery drivers. Our drivers plan routes to maximize their efficiency and minimize operating costs, which keeps our propane reasonably priced for you.

#### If you run out of propane gas, you should:

1. Close the shut off valve located under 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.**
  - \$80.00 – 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. Three out of gas reports for will call delivery status tanks will result in termination of services.**
- **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 serviceworker 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
- Tank added to existing account

A copy of our propane policies can be made available upon request or found on our website at [NuWay-KandH.com](http://NuWay-KandH.com).

Cooperatively,

NuWay-K&H Cooperative

Document Revised: 06/11/2024 3:26 PM