



PROPANE

PROfiles



Our Services are Built Around Comfort, Safety & Reliability

The Best Service is Even Better with Our New Terminal in Lebanon.

Collett Propane prides itself on providing the best service in the region. To support our growing number of customers in Warren County, southern Clinton County and the northern portions of Clermont and Brown counties, we opened a depot near Lebanon in October.

Our move to the Lebanon area resulted after three years of planning. The one acre site is a highly visible, easily-accessible location on South US Rt. 42 two miles southwest of the downtown district. The improvements we've made to the property include installing a 30,000 gallon storage tank, remodeling an existing building, clearing the land for parking and resurfacing the driveway. An additional 30,000 gallon storage tank is approved for the site when



customer consumption requires it.

By adding the Lebanon terminal, we now have three locations. The others are in Xenia Industrial Park and on Rt. 73 northwest of Wilmington. Our Lebanon location is a bulk storage facility for the time being. We expect to fully staff the plant later on this year.

Our new depot at 1245 South US Rt. 42 near Lebanon is more convenient to Warren County customers and those in portions of neighboring counties.

Being close to customers is an important factor in our business to assure reliable deliveries and greater operating efficiency.



Lebanon Office: (513)228-1424 or (800) 933-2373

Propane is the Smart choice over electricity.

Ouch! That smarts.



PROPANE
EXCEPTIONAL ENERGY®



PROPANE

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Collett

Does Your Nose Know Propane? Take the “Sniff Test”

Propane has a strong, unpleasant smell much like rotten eggs, a skunk’s spray or a dead animal. Propane manufacturers add the smell deliberately to help alert customers to propane leaks, which can create a safety hazard.

Are you familiar with the odor? Inside the enclosed brochure you can take the “Sniff Test”. Scratch inside the blue circle to simulate the smell of propane. Make sure everyone in your household or business knows what propane smells like too.

In some instances, it may be hard to detect the smell. The following reasons may impede your ability to smell propane:

- A cold, allergies, sinus congestion or another medical condition.

- Your sense of smell reduced because of the use of tobacco, alcohol or drugs.
- Tobacco smoke, cooking and other strong odors can mask the smell of propane.
- As people age, their sense of smell can diminish.
- If the smell is present in the air over a period of time, “odor fatigue” can occur. The nose “gets tired” and a person no longer smells the propane odor.
- The smell may not be strong enough to wake you up while sleeping.
- The smell may be confined to an area like a basement or attic where it cannot be detected by people in other areas of the structure.
- A phenomenon called “odor fade” (an unintended reduction in the concentration of the odor of propane making it more difficult to smell) can occur. Although rare, several situations can cause odor to fade:
 - Air, water or rust in a propane tank can reduce propane odor concentrations.
 - If propane is leaking underground, its passage through soil may reduce the smell of propane.
 - The propane odor may stick to the inside surfaces of gas piping and distribution systems and possibly other materials.

Since there is a possibility of odor fade or problems with your sense of smell, you should respond immediately to even a faint odor of gas.

What to Do if You Smell Propane

- 1** Put out smoking materials and extinguish any open flames.
- 2** DO NOT
 - a. Operate electric switches
 - b. Light matches
 - c. Use your telephone
- 3** Immediately get everyone out of the area.
- 4** Close all gas tank supply valves.
- 5** Do not re-enter the building. Use your neighbor’s phone or your cell phone to call Collett Propane and the fire department.
- 6** Let our service person and fire-fighters check for leaks. Air out the area before you return.
- 7** Have our service person relight all of your propane appliances.

For Emergencies Call 888-483-1352

Propane Gas Detectors Save Lives.

If you are concerned that you or others in your home have difficulty smelling propane, consider buying one or more Propane Gas Detectors. Please call our office for more information about this important device.





Welcome Our New Employees



Don Babb

Don joined Collett Propane last August as a bulk driver. He is CDL (Commercial Driver License) certified and based out of our Wilmington location. His delivery route includes Clinton and Warren counties.



Shawn Gerhardt

Shawn was hired last summer to assist in our asphalt seal-coating business. In the fall his responsibilities shifted to painting and filling storage tanks, as well as maintenance, at our Xenia location.



Tere Mulligan

Tere joined our Wilmington team in November as a service representative. Her duties include assisting Collett Propane customers who either call the office or stop in for a personal visit.



Annie Robbins

Annie has been a valued member of our company since last May. Originally she was hired as a customer service representative at our Wilmington office, but has since transferred to our Xenia location.



Dave Wedderburn

Dave has been with Collett Propane since June in the newly-created position of business manager. Based at our Xenia headquarters, he oversees the daily business operations of our growing organization.

Don't Run Out of Gas. It Will Cost You!

Due to stricter insurance regulations, Collett Propane continues to enforce its out-of-gas policy. Regulations require anyone delivering propane to an out-of-gas customer to perform a complete system leak check. This means **if you run out of gas, a Collett Propane representative must perform a pressure leak check and bring all propane appliances** back into operation. A thorough safety check can take time, and you are required to be present.

Propane is an extremely safe energy source when used properly. These strict out-of-gas regulations are required by our insurance carrier to protect the safety of your family and

property. Convenience, comfort, cost and safety are four good reasons to avoid out-of-gas situations.

If you are a Will-Call customer (which means you call us when you want gas) and you run out of gas, a leak and safety check fee will be added to your propane delivery. During regular business hours the fee is **\$65 paid prior to or at time of delivery only**. After hours and during holidays the fee is **\$130 paid prior to or at time of delivery only**.

If you are an Automatic Delivery customer and we mistakenly let you run out of gas, the leak and safety check are free of charge.

Collett
PROPANE, INC.

Xenia Location: 1525 Burnett Dr. • 937-372-9194 • 888-483-1352
Wilmington Location: 6611 W. St. Rt. 73 • 937-382-1624 • 800-933-2373
Lebanon Location: 1245 S. US Rt. 42 • 513-228-1424 • 800-933-2373
collettpropane.com