

DOMESTIC BULK CUSTOMER INFORMATION





Welcome to Flogas

Congratulations, your installation has been completed and you can now enjoy the benefits of your new LP Gas supply from Flogas.

Flogas ensures your installation is safe and operating properly through using only qualified technicians and CORGI registered engineers for all installation and maintenance work. We are committed to providing our customers with a safe, secure and efficient service.

As such, we have designed this customer information booklet to provide you with basic information on your new fuel source including:

- *monitoring your LP Gas usage,*
- *our gas delivery system,*
- *your tank and associated equipment,*
- *the action to take in an emergency.*

We strongly recommend you read over this information and keep this booklet in a safe place for future reference. Should you have any queries regarding the enclosed material or any other technical, service or customer related issues, please do not hesitate to contact Flogas on **028 9073 2611** or visit **www.flogasni.com**.

How to contact us...

For all account, billing, gas delivery, technical, safety or other general enquiries, please contact us on:

028 9073 2611



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How to Order Gas...

Tel: 028 9073 2611

Online: www.flogasni.com/bulkorder

Section 1: Gas Delivery

You will always be able to see how much gas you have by checking the reading on your contents gauge, which operates in a similar manner to a car's petrol gauge.



As tanks can be above or below ground, there will be different methods of checking your gauge:

- for tanks below ground, the contents gauge can be found by lifting up the green inspection cover. The gauge is situated on the top of the tank.
- for tanks above ground, the contents gauge can be found at the side of the hood, although in some cases it can be found under the hood itself.

Flogas provides an automatic top up service for metered residential, commercial and industrial customers which is based on an estimate of your gas usage. The delivery system means that you don't have to worry about ordering a refill of gas. However, you may wish to keep a check of the contents gauge initially and let us know if the reading falls below 20%. This will help us to predict your future usage as accurately as possible.



Normally our tankers deliver gas without you needing to be on site. However, we must be able to deliver your gas safely so please ensure that our tanker (which is up to 2.6 metres wide, 7.6 metres long and has a hose length of 30 metres) has suitable access. A delivery statement will be posted through your door indicating your delivery quantity in litres, with a bill forwarded to you shortly afterwards.

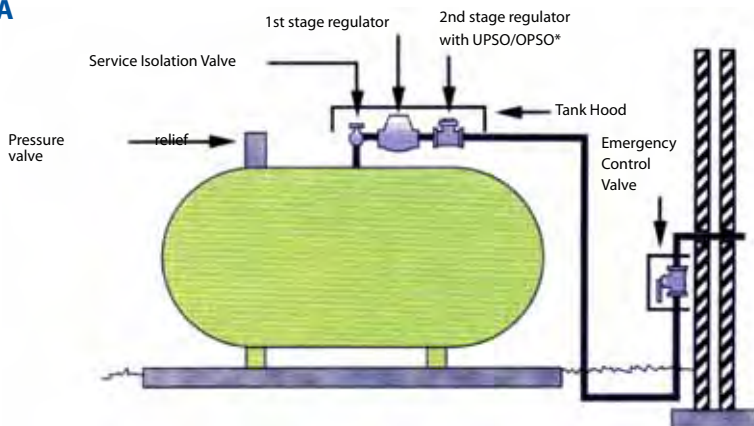
If you have any query regarding your gas delivery please contact us on 028 9073 2611.

Section 2: Your Propane Gas Supply

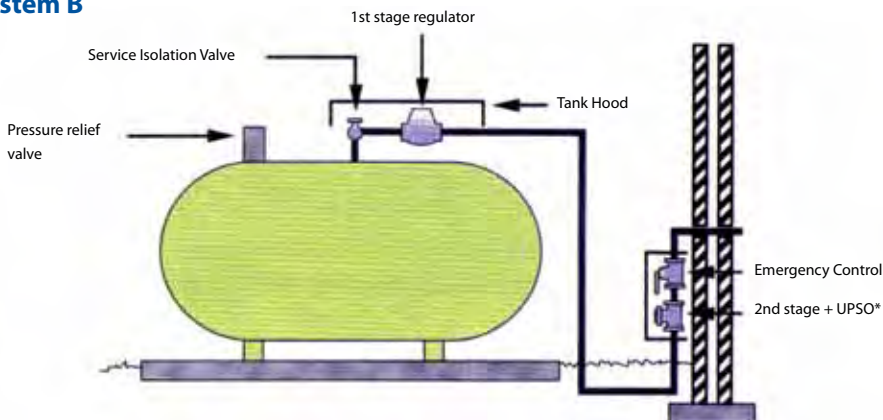
2.1 Above ground tanks

An above ground tank system consists of a propane storage tank and gas service pipe which leads from the tank to the outside wall of your property, terminating with an emergency control valve. The two most common systems of tank arrangement are illustrated below:

System A



System B



** See section 5 later in this booklet for an explanation of this equipment.*

It is important that you familiarise yourself with the location of the emergency control valve.

The tank hood and control valve box should remain locked at all times to prevent unauthorized access to the tank controls. However, you will be supplied with a key which will open both the hood and the control valve box when required.

This key must be kept in a safe place in case you should need it in an emergency. Please see section 5 & 6 for safety equipment and safety information.

2.2 Below ground tanks

Tanks can be installed underground leaving only a green inspection cover visible. An underground tank installation is arranged as in system A or B as illustrated above. The associated equipment (located in the hood of an above ground installation) can be found under the green inspection cover along with the contents gauge.



Section 3: Tank Siting

The storage tank will remain the property of Flogas and we will arrange for the maintenance of it to comply with the relevant statutory regulations.

The site of your LP Gas tank must also comply with the relevant regulations and codes of practice and Flogas can advise you on these requirements if necessary. The site for the tank must therefore be approved by us before its installation. Any site alterations that contravene these requirements will be noted during filling and our inspection/visits. You may be responsible for any remedial work required.

If you decide to carry out any work in the vicinity of the tank site, it is essential that you contact us before the work is started. We will be pleased to visit you to discuss any effect which your proposals may have on the tank siting. If the tank is sited underground, the area under which the tank is located should be identified as any excavation could destroy the tank protection provided or sever the service pipe. In addition, care should be taken when grass cutting to avoid contact with the green inspection cover.

It is important that you keep the area around the tank clear of weeds, rubbish and combustible materials and that you ensure that safe access is maintained for our delivery driver.

It may be helpful to you to know that evergreen shrubs and trees can be used to provide tank screening but must be located at least one metre from the tank.

Any naked flames (for example smoking, bonfires) must be kept at least **three metres away from the tank site.**

Section 4: Installation of the LP Gas Tank

Normally a Flogas technician or an authorised contractor will have installed the tank, but there may be a requirement for you to reinstate some of the trench used.

The gas service pipe to the property is normally constructed of polyethylene (PE) which is quite robust. However, care must be taken when back filling the trench, so as not to damage the pipe.

The following points should be noted and observed:

- *To protect the pipe from damage, the back filling at the sides of the pipe, three inches below and six inches immediately above should be of sand, sieved earth or any other suitable material. Ask for our customer information sheet for details.*
- *Clay should not be used immediately adjacent to the pipe. It cannot be sufficiently compacted and is liable to swell, shrink or erode.*
- *The first 12" cover of back-fill should be placed in layers and carefully consolidated to provide firm lateral support between the pipe and trench side.*

Section 5: Safety Equipment

There are various types of safety equipment on your installation. However there is one item in particular of which you should be aware. This is the under pressure shut off/over pressure shut off device (UPSO/OPSO). This is a safety device designed to shut down the supply to your property in the event of a problem. See system diagram A in section 2.

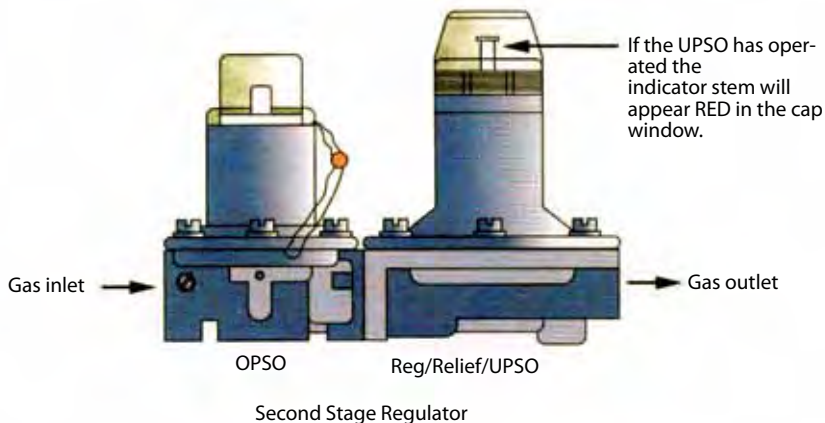
5.1 UPSO

This device will operate when there is a fall in gas pressure which can occur if you isolate the supply at the tank or if the tank becomes empty.

The resetting can easily be done by yourself quite safely. There are two possible types of system, as follows:



System A



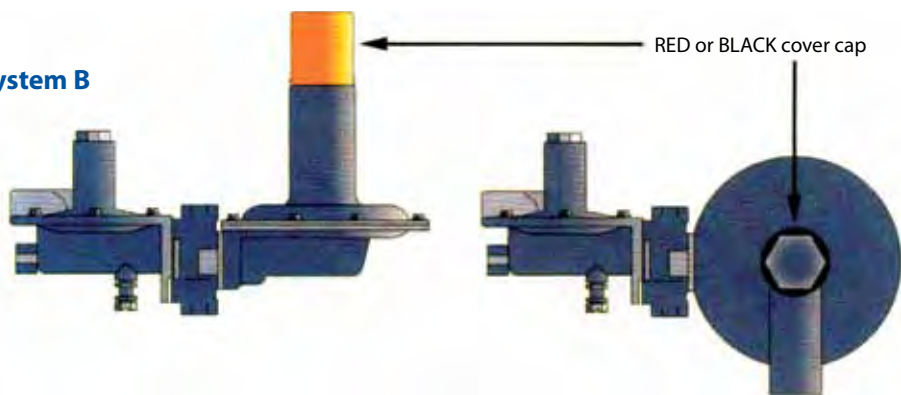
To discover if the UPSO device has operated on system A, look through the window on the top. If it is showing red it is closed and needs to be reset as below.

1. Ensure that the gas is turned on at the tank.
2. Ensure that all gas appliances are turned off.
3. Ensure your emergency control valve is turned off.
4. Remove cap by unscrewing to expose the indicator/reset stem.
5. Pull stem and hold for a few seconds to allow the system to recharge. The stem should stay in position when it is released.

Note: Please do not PUSH the reset stem.

6. Replace the cap.
7. Open the emergency control valve SLOWLY.
8. Re-light any permanent pilots and check that all appliances will light to confirm that the gas supply has been re-established.
9. If the gas supply does not re-establish itself then check that all appliances are turned off and repeat the above procedure.
10. If after two attempts the gas supply has not been re-established or you have any doubts or difficulties, please contact us for further advice.

System B



If this device has operated, the following procedure should be followed in order to reset it.

1. Ensure that the gas is turned on at the tank.
2. Ensure that all gas appliances are turned off.
3. Ensure your emergency control valve is turned off.
4. Remove cap by unscrewing to expose the reset stem.
5. Pull stem until it engages. Hold for a few seconds to allow system to recharge. The stem should stay in position when it is released.

Note: Please do not PUSH the reset stem.

6. Replace the cap.
7. Open the emergency control valve SLOWLY.
8. Re-light any permanent pilots and check that all appliances will light to confirm that the gas supply has been re-established.
9. If the gas supply does not re-establish itself then check that all appliances are turned off and repeat the above procedure.
10. If after two attempts the gas supply has not been re-established or you have any doubts or difficulties, please contact us for further advice.

5.2 OPSO

This device will operate when there is an increase in gas pressure. If the OPSO has operated Flogas should be contacted on 028 9073 2611.



Section 6: Safety Information

6.1 What is LP Gas?

The liquefied petroleum gas (LP Gas) supplied to you is commercial propane. In common with any source of energy, there are a number of basic guidelines to be followed to ensure your safety. These are listed in the following sections, along with a reassuring checklist in case of an emergency.

Propane has a number of characteristics which are unusual for gas:

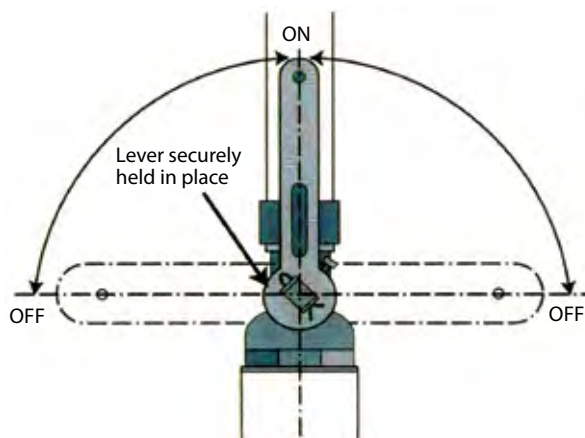
1. Propane is stored as a liquid under pressure. Once you start to burn gas, the pressure falls slightly in the tank and the liquid vapourises to replace the gas used.
2. Propane is heavier than air unlike most other gases including natural gas.
3. A distinctive odour is added to LPG so that even small quantities of gas can be detected by smell.

6.2 How to turn off the gas supply

For your own safety and the safety of others you should familiarise yourself with the operation of the emergency control valve illustrated below. This is normally outside the property at the point of entry.

(a) *In order to turn off your gas supply follow the steps detailed below.*

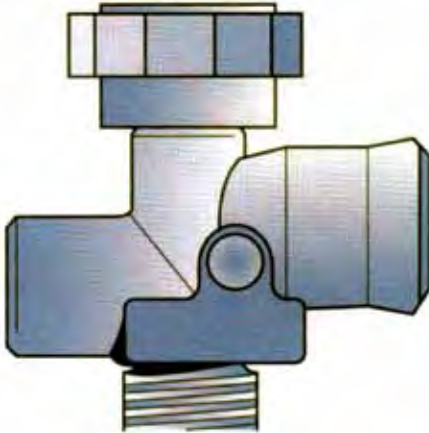
1. Turn off all appliance taps and pilot lights.
2. Turn the emergency control valve to the off position (when the valve handle points across the pipe).



Your gas supply should be now isolated at the property.

(b) *In order to isolate the gas supply from the tank follow the steps detailed below.*

1. Open the hood or inspection hatch on the tank.
2. Identify the Service Isolation Valve illustrated below.
3. Close the valve by turning clockwise.



Your gas supply should now be isolated.

6.3 Gas Escapes

Where an escape of propane is suspected or detected, the following action should be taken:

1. Extinguish all possible sources of ignition within 7.5m (25') of the leak if it is outside, or all sources within the property if the leakage is thought to be internal or in a close proximity to the property.
2. Do not operate any electrical equipment including switches.
3. Do not smoke.
4. Turn off all gas appliances.
5. Turn off the gas supply at the emergency control valve and/or the tank (see section 6.2).
6. If the leak is inside the property, open doors and windows to increase ventilation.
7. If you are unsure as to the extent of the leak, evacuate your property.
8. Notify Flogas 24 hour Emergency service immediately on 028 9073 2611.

6.4 Fire Precautions

If there is a fire at the property irrespective of the cause:

1. Call the Fire Brigade immediately warning them that a propane vessel owned by Flogas is located at the property.
2. If it is possible for you to turn off the supply of gas on the tank **without taking any risk to your own safety**, you should do so.
3. Remove everyone from the area to a safe distance.

Note: This is particularly important if the fire is close to the tank.

6.5 Application

Appliances and other equipment intended to be used with propane should be specifically designed and built to recognised safety standards. They should also be installed in properly ventilated locations and supplied with the necessary flue(s) or other means of disposal of combustion products.

Lack of adequate ventilation and/or leakage of combustion products into the living area may give rise to carbon monoxide poisoning. In this event the affected personnel should be evacuated from the area, the gas supply shut off, Flogas informed and medical advice sought.

Attention is drawn to the Gas Safety (Installation and Use) Regulations, relevant British Standards, Codes of Practice and Guidance Notes. All of these deal with the design, application and safe use of gas and gas fired equipment.



6.6 How to turn on the gas supply

1. Ensure that all appliance taps and pilot lights are turned off.
2. Ensure that the UPSO is correctly reset (see section 5).
3. Slowly turn on the service isolation valve at the tank.
4. Slowly turn on the emergency control valve.
5. Re-light pilot lights and appliances.

If you have any difficulty in re-lighting appliances please telephone Flogas on 028 9073 2611.

For all account, billing, gas delivery, technical, safety or other general enquiries, please contact us on

Section 7: Guidance Notes – Switching Supplier

Introduction:

Pursuant to clause 7 of the terms of the Supply Agreement and in accordance with the Domestic Bulk Liquefied Petroleum Gas Market Investigation Order which comes into force on 13 April 2009 we will help facilitate any transfer to a new supplier including the transfer of the Tank.

Eligibility:

You are eligible to switch supplier from the later of either 13 April 2009 or the date which is two years from the date of commencement of your existing supply agreement. Where your existing supply agreement referred to a period of agreement during which the agreement could not be terminated (Core Period) in excess of two years, this shall now be amended and read so that your Core Period is 2 years from the Commencement Date you currently have with us. Please refer to your Supply Agreement for the Core Period details. Please refer to the Conditions and/or contact the helpline number for further information.

If you are not eligible to switch, we will let you know when you are eligible to switch supplier and also send you a copy of your Supply Agreement. If you wish to switch supplier from the later of 13 April 2009 or the end of any Core Period then we will not charge you any costs directly connected with the Tank transfer or uplift of a Tank. We will agree the costs associated with any Tank transfer with your new supplier.

We hope you will stay with us but will endeavour to remind you of your option to switch supplier approximately one month prior to the end of your Core Period with us.

Procedure:

If you do decide to leave us after your Core Period you must provide us or your new supplier (if applicable) with written notice of your intention to terminate your contract with us (and if applicable) switch supplier ("Notice of Termination").



In any such notice you must indicate whether you wish to transfer the Tank to another supplier ("Tank Transfer Notice") or wish to have it removed.

Please note you may change your mind anytime before you sign your new agreement with your new supplier.

Please also note that a Tank Transfer Notice will only be valid when accompanied with a Notice of Termination whether given to us or your new supplier.

The Address for the Notice of Termination and if applicable the Tank Transfer Notice is as follows:

Marketing Coordinator

Flogas
Airport Road West
Belfast Harbour Estate
BELFAST BT3 9ED

Continuous Supply of LPG:

If you are switching supplier but keeping the tank we will do our best to ensure you have a continuous supply of LPG but subject always to our Conditions.

Useful Information and Contacts:

For further information on Tank transfers and Flogas please visit our website at **www.flogasni.com**

If you have any further queries or are unsure about how to switch suppliers our telephone enquiry line number is: 028 9073 2611.

For information on alternative suppliers we refer you to **www.uklpg.org**

For information on suppliers in your area we refer you to **www.uklpg.org**

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