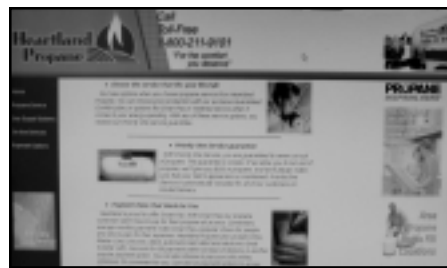


# Heartland REC & Propane Web Sites Undergoing Updates

Heartland Rural Electric Cooperative and Heartland Propane web sites are undergoing a series of updates. The updates focus primarily with on-line service requests, explain Heartland Technology Manager, Leon Forsythe.

“Our previous web hosting services changed some of their equipment, which meant that members of Heartland REC or customers of Heartland Propane couldn’t conduct on-line requests or payments for their propane bills. In order to reestablish these services, we moved our web sites to Yahoo,” explained Leon.

According to Heartland REC and Heartland Propane web site designer, Tom Spurgeon, the on-line services are going through some updates. “Changes in technology require that we update our on-line



services. We are currently changing the on-line requests on both sites to keep up with the new technology,” explains Spurgeon. According to Spurgeon, all of Heartland’s web sites should be up to date before the year’s end. “As we update the on-line request pages, we’re using this opportunity to make the on-line web pages easier to use. We look forward to offering a better tool for Heartland members and customers when it’s completed,” concluded Spurgeon. □

## Routed Schedule Is Worry Free

No one wants to worry about periodically checking their propane tank, especially when there’s snow and ice to contend with.

By joining our routed delivery schedule, you enjoy the benefits of our Priority One Service, including our guarantee that you’ll never run out of gas. This guarantee is backed with \$100 in free propane if we allow you to run out.



Heartland Propane Representatives, Darin Gulick and Jim Peak review their routed scheduling equipment

If you use one of our many services, such as Guaranteed Comfort or Pre-Buy, then you are already receiving this worry-free

plan. If you’re not on routed delivery and would like to be, all it takes is a quick phone call to sign up. □

## What To Do If You Smell Gas

### Do you know what to do if you smell propane?

If you ever catch a whiff of something that smells similar to rotten eggs, and it isn’t coming from an Easter Egg hunt gone wrong, you should immediately follow these instructions to ensure your safety and the safety of your family.

1. Evacuate the building, vehicle, or area where propane is being used. Don’t use the phone (including cell phones) or stop to turn off lights or appliances.

2. Do not extinguish any open flames or other sources of ignition, including cigarettes and cigars.

3. Outside, at the tank, turn off the gas supply using the shut-off valve on your propane tank.

4. Call us at 800-211-9101 and/or your local fire department from a neighbor’s phone. Don’t use a cell phone until you’re well outside your home.

5. While you wait for assistance, do not open the propane supply valve, even if you no longer smell gas. Do not re-enter the building, vehicle, or area where you smelled gas.

6. Our properly trained ser-

vice technicians or other emergency responder will check for escaped gas. Only a qualified service technician should repair any leaks.

7. The service technician will then check all of you appliances and re-light any pilot lights. Do not attempt to re-light pilot lights yourself.

8. You may return to the building, vehicle, or area only when the service technician says it is safe to do so.

If you’re not sure if you or a member of your family would recognize the smell of propane, please give us a call. We’d be happy to send you a free scratch-n-sniff safety brochure.

Be aware over time, it is possible for propane’s odor to weaken or fade. Also, people with colds or allergies or who smoke can have an impaired sense of smell. And because propane settles in low areas, it’s possible for it to settle in the basement where you may not smell it.

For all these reasons, we recommend you install a gas detector. They can be purchased at your local hardware or discount store. □

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