



## LIGHTING PILOT LIGHTS

If a pilot light goes out or is difficult to light, there may be a safety issue.

- It is recommended to have a qualified service technician light any pilot light that has gone out.
- If trying to light a pilot light yourself, exercise caution. Always follow the manufacturer's instructions.



## PORTABLE CYLINDER STORAGE

Store and handle portable cylinders, such as barbecue cylinders, in an upright position, away from heat or sources of ignition, and in a secure, well ventilated outdoor area.

Do not place your cylinder in household garbage or recycling containers. Contact your local propane provider for disposal options.



## PROPANE FIRST AID

Although propane is non-toxic, if it is mishandled, propane vapour can displace oxygen in the air and cause suffocation, and liquid propane can freeze the skin or eyes.

If a person is having any discomfort after coming into contact with propane, move them to fresh air and keep them warm and calm.

- In all cases, seek emergency medical care.
- If they have inhaled propane vapour, administer oxygen or artificial respiration if breathing is difficult or not present.
- If exposed to liquid propane, use warm water to:
  - Treat frostbite-affected skin
  - Flush eyes
  - Remove clothing frozen to skin



## WEATHER EMERGENCIES

When a flood or winter storm warning is issued, there are several safety precautions you should take:

### FLOODS

- Shut off the supply both from your propane tank and to your appliances, as well as the home's electricity supply.
- Do not drain your hot water tank, but shut off both the valve allowing water into the tank and the valve controlling water coming out.
- Propane tanks (even full ones) will float in water, so ensure your tank is secured to a fixed object.
- If flooding is forecast, speak to your provider for options to identify what added measures can be implemented.

### WINTER STORMS

- Ensure your propane tank, whether located above or below the ground, is marked by a flag, pole, or stake that is higher than the average snow cover depth.
- Have an adequate supply of propane in your tank. During and after a storm, roads leading to your home might not be accessible for deliveries.
- Ensure that your driveway and access to tanks are cleared.
- Make sure to clear snow and ice away from propane tanks and outdoor vents, chimneys, and flues, thereby reducing the potential for frozen pipes or CO poisoning.



Canadian Propane Association  
Association canadienne du propane

### About the Canadian Propane Association

With over 400 members, the Canadian Propane Association (CPA) is the national association for a growing, multi-billion-dollar industry that impacts the livelihood of tens of thousands of Canadians. Our mission is to promote a safe and thriving propane industry that plays a vital role in Canada's energy sector. To achieve this, we champion propane and the propane industry in Canada and facilitate best practices, safety and a favourable business environment through advocacy, training and emergency response.

**Questions?** Call your propane supplier or provincial regulatory authority regarding advice for your area. Regulatory authority contact information can be found at [www.propane.ca](http://www.propane.ca).

*DISCLAIMER NOTICE: The material contained in this brochure is intended to be for general informational purposes only. The Canadian Propane Association and its members are not responsible for any actions taken or omitted to be taken as a result of the information contained in this brochure, or for any damages that may arise as a result. Specific questions, situations and concerns should be directed to the appropriate industry expert or regulatory authority in your area.*



# PROPANE SAFETY FOR CUSTOMERS

Important information for you and your family



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## ABOUT PROPANE

Propane is a safe, versatile, efficient, low-emission Canadian energy source.

The key to safety for all energy sources is proper use and handling. Propane's characteristics, along with the regulations applied to the equipment, training, storage and handling, make it one of the safest energy sources for consumer use.

The information in this brochure, combined with support from your propane supplier and local regulatory authority, can help to educate you and your family on the safe operation of your propane equipment and appliances.



## RUNNING OUT OF PROPANE

To avoid running out of propane, you should regularly monitor tank levels. Alert your propane supplier if you are changing your rate of fuel usage.

If you run out of propane, the pilot lights on your appliances will go out. To restart appliances safely, follow these steps:

- Close the supply valve on the tank and the valves on all appliances.
- After propane delivery, it is recommended that your propane supplier checks the system to ensure it is leak-free and operating properly.
- Use caution when lighting pilot lights. See the 'Lighting Pilot Lights' section.



## TREAT LEAKS SERIOUSLY

### IMPORTANT FACTS FOR YOUR SAFETY:

- An added odourant means that a propane leak can be detected by its distinct smell — like rotten eggs or a skunk.
- When mixed with the right amount of oxygen, propane is flammable and can be ignited by sources such as flames, smoking materials, electrical sparks and static electricity.
- Propane vapour is heavier than air and, in the event of an unintended release of propane, it will migrate to the lowest point.

### IF YOU SUSPECT A PROPANE LEAK:

- Extinguish all smoking materials and open flames. Do not create any sources of ignition by using flashlights, cell phones or electrical switches.
- Get everyone out of the building immediately.
- Shut off the propane. If safe to do so, turn off the main supply valve on your propane tank.
- Report the leak. Call your propane supplier's emergency phone number or 911. Do not re-enter the area until cleared to do so by a qualified service technician or emergency responder.
- Get your system checked. After the area has been deemed safe, a qualified service technician must repair the leak, turn on the propane, and check and re-activate the propane appliances.

Some people may have difficulty smelling propane due to age, a medical condition, the effects of medication, etc. On rare occasions, propane can lose its odour.

Consider installing propane detectors for additional security. However, never ignore the smell of propane, even if it is faint or the detector is not sounding an alarm.



## CARBON MONOXIDE

Carbon monoxide (CO) is a colourless, odourless and tasteless toxic gas. All fuel-burning appliances can present the risk of CO poisoning if not installed, operated, vented or maintained properly.

In homes and other enclosed spaces, CO is dangerous; it can make you sick or, in extreme cases, cause brain damage and death. CO poisoning symptoms include headache, shortness of breath, dizziness, nausea and fatigue.

### TO HELP REDUCE THE RISK OF CO POISONING:

- Have a qualified service technician check your propane appliances and related venting systems annually.
- Ensure there is adequate air supply and venting for combustion.
- Install CO detectors on every level of your home.
- Never use a barbecue in an enclosed space.
- Never use a gas oven or range-top burners to provide space heating, and never use portable heaters indoors unless they are designed and approved for indoor use.

### IF YOU SUSPECT CO IS PRESENT OR SOMEONE IS SHOWING SYMPTOMS OF CO POISONING:

- Evacuate the building and call 911.
- If safe to do so, open windows and turn off appliances you suspect may be releasing CO.
- Call your propane supplier or a qualified service technician to check CO levels and your propane equipment.



## BUYING APPLIANCES & DETECTORS

When shopping for propane appliances and equipment, propane detectors and CO detectors, always ask if the product is certified by an agency recognized in the province of use, such as the Canadian Standards Association (CSA) or Underwriters Laboratories of Canada (ULC).

Follow the manufacturer's instructions regarding installation and maintenance.



## APPLIANCE MAINTENANCE

Only a qualified service technician should install, inspect, service and repair your appliances.

- Have your appliances and propane system inspected before the start of each heating season.
- Use and maintain appliances as directed. Refer to the manufacturer's operating manuals.
- Ensure the indoor and outdoor vents and air inlet ducts for all appliances are not corroded or blocked, and that they are open and/or turned on.
- Clear the area around your appliances, so plenty of air can reach the burner for proper combustion.
- Do not try to modify or repair valves, regulators, connectors, controls, or other appliance and tank parts.
- Learn how to turn off the propane supply to your appliances.

## CALL BEFORE YOU DIG



If underground tubing or piping brings propane to your building, call before you dig, before making an addition to your building, doing major landscaping, or installing fence posts.

Contact your municipality or propane supplier for more information.