

## PROPANE EMERGENCY GUIDE

Environment and Climate Change Canada E2 Regulations require Superior Propane to inform members of the public who may be adversely affected in the **unlikely event of a propane-related emergency at their nearby propane storage facility.**



The potential consequences of an emergency impacting human life or health include a **propane leak at the facility**, which could lead to a fire or vapour cloud explosion. A **fire at the facility** or a nearby location could also compromise a propane containment vessel, resulting in a fireball and/or explosion.

Scan the code to visit the Government of Canada website for details on environmental emergencies and the federal laws requiring this notification.



## ABOUT SUPERIOR PROPANE

Superior Propane has delivered propane and related services to homes and businesses across Canada for over 70 years.

The company operates in more than 10,000 Canadian communities and is committed to ensuring the safety of these communities, its employees, customers, and the environment.

Propane is environmentally friendly as it vaporizes and dissipates in the air, which means it won't contaminate groundwater, drinking water, ecosystems, or other sensitive habitats.

We continually invest in our facilities to ensure that all possible measures are taken to ensure a safe environment and work closely with the fire department and other regulatory authorities.



To locate a nearby facility, enter **"Superior Propane near me"** in Google Search

**1-875SUPERIOR (1-877-873-7467)**  
**SuperiorPropane.com**

**Superior**  
Propane



# PROPANE EMERGENCY GUIDE

### IMPORTANT INFORMATION:

- Know the Signs of a Propane Emergency
- Steps to Follow During an Emergency
- Stay Informed
- Locate a Superior Propane Facility Near You

## HOW WILL YOU KNOW IF THERE IS A PROPANE EMERGENCY?

You will **hear a siren** from our Superior Propane facility, or you may **see, hear or smell propane**. You may also be notified by **local authorities, emergency responders** or receive any other form of emergency notification.



### Propane is visible

A propane leak may appear as a **white cloud** and will settle in low lying areas.



### You can hear propane

There may be a notable **hissing sound** when propane escapes from a system.



### You can smell propane

Naturally odourless, propane has an odourant added to give it a **distinctive skunky odour**, similar to **boiling cabbage**.



*This guide contains essential propane emergency information. Please keep it in a convenient and easily accessible location.*

## DURING A PROPANE EMERGENCY

Superior Propane follows internal emergency response procedures to protect the environment and human life or health, including taking actions to mitigate or stop the propane emergency if it is safe to do so.

Superior employees will follow the direction of the authorities and emergency responders once they have arrived at the facility.

### Follow These Steps During a Propane Emergency



**Call 911, or contact your local emergency number** if 911 is unavailable in your area.



**Take shelter in a nearby building and stay indoors.** If possible, choose a small interior room with few or no windows.



**Close all doors and windows, and turn off appliances**, such as furnaces, clothes dryers, HRVs/ERVs, air conditioners, etc.



**Avoid using products that could create a flame or spark**, and refrain from operating any electrical equipment to prevent an explosion.



If driving and it is safe to do so, **leave the affected area quickly while obeying road safety rules.** Close vehicle windows and turn off the air conditioning or heating vents.



**Follow instructions from local authorities and emergency responders**, as you may be directed to evacuate.



**DO NOT bring anyone into the evacuation area** as directed by authorities and emergency responders.



If you or someone you know is at a **school, shopping mall, or other public place**, authorities and emergency responders will guide them to safety.



Authorities and emergency responders **will notify you when it is safe** to resume your activities or return to your home, business, or place of gathering.

### Stay Informed



Follow and subscribe to your local news outlets, including city or town websites, fire services social media channels, and local radio stations, to stay informed about emergency news and updates.