



## Propane Odourant Notification – Frequently Asked Questions

**Question:** Why are you issuing a notification?

**Answer:** Canwest has been notified by a supplier that it has received propane that might not have the required level of propane odourant as prescribed by the Canadian Standards Association. Non-odourized propane will not affect the proper functioning of any propane appliance. Odourant is added to propane as a safety precaution so that the presence of propane can be detected by smell. Canwest believes this product was delivered to customers in Manitoba and Saskatchewan. The product was delivered prior to Canwest learning of this potential concern.

**Question:** Why is odourant added to propane?

**Answer:** Odourant is added to otherwise odourless propane for safety reasons. Odourant smells like “rotten eggs” so that the presence of propane can be detected by smell.

**Question:** Will my appliances be affected?

**Answer:** Non-odourized propane will not affect the proper operation of propane appliances. Odourant is a safety feature that is added to alert the presence of propane in the event of a gas leak.

**Question:** How do I know if my propane is affected?

**Answer:** This notification may apply to Canwest customers who have had propane **delivered** by Canwest from the following branches:

- Arcola, SK
- Regina, SK
- Saskatoon / Martensville, SK
- Shaunavon / Gull Lake, SK

This may also apply to customers who have purchased propane for cylinders or auto propane at these retail locations during the following timeframes.

B&A Petroleum 711 – 3 <sup>rd</sup> Ave W Shaunavon, SK	February 25, 2015 to October 22, 2015
B&A Petroleum 1 Pacific Ave Maple Creek, SK	February 25, 2015 to October 22, 2015



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**Question:** What steps is Canwest taking?

**Answer:** Canwest takes this situation very seriously. Our first priority is the safety of our customers and the general public. For affected customers who have delivery to their home or business, Canwest will test your propane onsite and odourize your propane, if necessary, at no cost. Customers are not required to be at home for this service. Canwest will notify customers once this has been completed.

**Question:** What can I do?

**Answer:** If you have purchased propane for your cylinders or auto propane, please return to the place of purchase. We will refill them with odourized propane or replace them, if necessary, at no cost. Do not attempt to test your propane for odourant.

**Question:** If I have any additional questions, who should I contact?

**Answer:** Please contact your local Canwest Propane branch. We're here to help you.

- Arcola, SK 306-455-6444
- Regina, SK 306-721-5161
- Saskatoon / Martensville, SK 306-242-4328
- Shaunavon / Gull Lake, SK 306-297-1305

For propane safety tips, please visit the Canadian Propane Association's website.

<http://www.propane.ca/en/about-propane/safety>