PROPANE COMMUNICATIONS POLICY

	Emergencies	Planned or emergency system-wide outages	Planned or emergency local outages	Inability to access propane meter	Inadequate meter protection	Issues with payments	Turn-offs / turn-ons
With Whom We Communicate Propane Issues							
All customers	■	■					
Customers / HOAs affected by issue			■				
Individual Customers				■	■	■	■
Contractors / Developers	As Needed						
What We Communicate Regarding Propane Issues							
Alert & explanation of the situation, its reason, and planned actions of the District	■	■	■				
Expected duration of the situation	■	■	■				
Updates (as necessary)	■	■	■				
Actions requested of customers				■	■	■	■
How We Communicate Propane Issues							
Via emergency notifications(only if there is potential for significant risk to life & safety)	■	■					
Via kmpud.com	■	■					
Via social media	■	■					
Via choice of email, text, or phone call (if signed up at kmpud.com)		■	■	■	■	■	■
Via USPS				■	■	■	■
Door Hanger Notices				■	■	■	■