



Welcome

to the  
SHARP ENERGY  
Family!



# Welcome to the Sharp Energy Family!

Dear Valued Customer,

Thank you for choosing Sharp Energy as your propane provider, we truly enjoy serving your propane needs.

We are a subsidiary of Chesapeake Utilities Corporation and one of the largest propane companies in the Mid-Atlantic Region, yet we offer the kind of personalized customer service you won't often find with a company our size. We are proud to serve our customers from 12 customer service centers, conveniently located in Delaware, Florida, Maryland, Virginia and Southeast Pennsylvania, and managed and operated by your neighbors.

As a propane consumer, there are more than a few things you should expect from your propane company. Things like: are you treated like family, does your company offer customized solutions to meet your specific needs, and are their prices competitive with the ability to keep the gas flowing, even on the coldest winter nights? Sharp Energy does all this and more. We are so sure you will find our service superior that we also offer a \$50.00 referral reward for every new heating customer that you will refer to us.

In helping you get the lowest priced gas for your particular situation, Sharp has developed a ProCAP Price Protection Plan and a Smart Club Program. These are designed to cap or fix your winter propane prices so you can avoid costly price spikes, or to provide non-heating customers with an option that provides propane at our lowest residential cost. In addition to these price protection plans, Sharp also offers an Easy Pay Budget Plan, Direct Debit Payment Plan, and you can access your account online 24/7 with ease and convenience. You can call our local office for details and an analysis of which plan best suits your needs.

Over the years our customers have trusted Sharp Energy for their propane service. Our commitment to you is that we will maintain our "customer first" culture and continually strive to exceed your expectations.

As always, please do not hesitate to call with any comments, questions or concerns. We look forward to continuing our relationship for many years to come.

Most Sincerely Yours,

Sharp Energy



# STEP 1

## Create an Account

Sharp Energy is pleased to provide an amazing online customer portal for our customers!



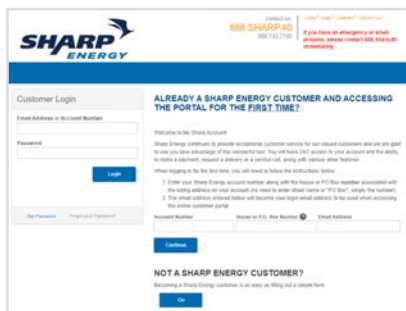
### Enrolling is easy! Benefits include:

- 24/7 account access
- Order propane
- Request a service call
- View electronic statements & invoices
- Pay your bill online
- Enroll in paperless billing
- Enroll in direct debit
- Update contact information
- Learn about money saving programs
- Link & unlink related accounts
- Provide feedback
- Contact us

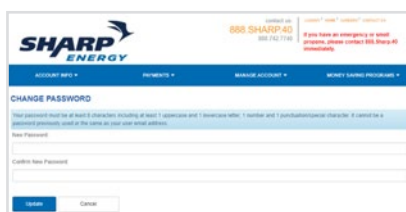
*Simply follow these steps to begin taking advantage of the many benefits the online customer portal has to offer!*



**1** Click the button below. Or go to [sharpenergy.com](http://sharpenergy.com) and click on "My Sharp Account."



**2** Complete the section shown by entering your Sharp account number and the house or PO Box number associated with the billing address on your account (do not enter street name or "PO Box" – simply the number). The email address you enter will become your login email address when accessing the online customer portal.



**3** Create your password.



**4** Congratulations, you are now enrolled! We hope you enjoy the many benefits of our newly enhanced online customer portal!

**CLICK HERE TO CREATE YOUR ACCOUNT**

## STEP 2

# Choose Your Pricing Plan

Sharp has developed several programs to meet your propane needs. All programs are designed to help you receive the benefit of the lowest priced gas for your particular situation.

- **Easy Pay Budget Plan** — allows you to spread your propane costs for the heating season over the entire year.
- **ProCAP Price Protection Plan** — puts you in control by capping or fixing your winter propane prices so you can avoid costly price spikes.
- **Smart Club Plan** — ensures that you'll pay Sharp's lowest residential price for all of your propane needs for the entire year.

You can access your account online 24/7 with ease and convenience. Call our local office for details and an analysis of which plan best suits your needs.

PRICING PLAN  
**OPTION  
#1**

## Easy Pay Budget Plan

*Avoid large winter heating cost worries and feel more relaxed when it comes to staying within your budget this season.*



### Choose the Easy Pay Budget Plan for **SAVINGS**

Did this winter's propane costs strain your family's budget? Sharp Energy has the answer to your budgeting woes. The Sharp Energy Easy Pay Budget Plan can help you avoid large winter heating cost worries and feel more relaxed when it comes to staying within your budget. With Sharp Energy's Easy Pay Budget Plan, you can leave the worrying to us. Our Easy Pay Budget Plan allows you to spread your propane costs for the heating season over the entire year. All for no additional cost to you, our valued customer.



### How It Works

The Easy Pay Budget Plan averages your 12 months of energy costs over 11 months with a 12th payment that will realign your account for the next heating season. We will periodically review your account during the winter to ensure you that your Easy Pay Budget amount is adequate. To become an Easy Pay Budget Plan customer, click the button below and complete the online form, or contact your local district for more information. Easy Pay Budget payments are due by the 15th of each month. All Easy Pay Budget monthly payments must be made to remain on the Easy Pay Budget Plan.

*"Making equal payments all year helps me keep track of my family's budget without having to guess what the monthly cost will be."*

**CLICK HERE TO  
CHOOSE EASY PAY**





# ProCAP Price Protection Plan

*High winter heating bills can pound your household budget like a furious nor'easter. While we can't control the weather, we can help you control the price you pay for your fuel. The ProCAP Price Protection Plan puts you in control.*



### Choose ProCAP for **SAVINGS**

Live comfortably and worry-free all year long with our ProCAP Price Protection Plan that ensures your per-gallon price will never rise above the cap price, even when cold weather or other factors drive market prices up. Plus, if market prices drop below the cap price, you pay the lower price — we guarantee it! The ProCAP Price Protection Plan begins September 1st and runs through August 31st. An annual enrollment fee secures the lowest price.



### Choose ProCAP for **SECURITY**

Our three million gallons of local propane storage ensures we'll always have a sure supply of fuel to keep your tank full. To provide you with ProCAP protection, we also make purchase commitments for fuel from our suppliers so we can lock in a price. All of this gives you the security you deserve as our customer.



### Choose ProCAP for **CONVENIENCE**

Our FREE automatic delivery program, included with the ProCAP plan, ensures regular deliveries without having to worry. We use our computer system to monitor your fuel use, your tank and the weather so we know when you need a fill. With ProCAP, you don't have to keep checking your gauge or call in your order. We do it all for you.



**Choose ProCAP  
Price Protection and  
Live Comfortable  
& Worry-Free  
All Year Long!**

**CLICK HERE TO  
CHOOSE ProCAP** 



## Smart Club Plan

*Protection from Inflated Winter Fuel Rates*



### Choose the Smart Club for **THE LOWEST RESIDENTIAL PRICE**

Has your propane usage been too low to take full advantage of Sharp Energy's ProCAP Price Protection Plan? There is a program that allows you to cut your propane costs. Designed specifically for customers who heat their houses with a fuel other than propane, your Smart Club membership ensures that you'll pay Sharp's lowest residential price for all of your propane needs for the whole year.



### How It Works

For an annual fee (based on the size and number of propane tanks you have), you'll pay Sharp's lowest residential price for each gallon of propane you buy. This is Sharp Energy's best pricing for new customers. The Sharp Energy Smart Club helps to protect you when the weather is cold and the prices are high. To find out what your discount may be, call your local office today!



### Smart Club at a Glance:

- **Price Security** — Pay the lowest price for your propane.
- **Automatic Delivery** — Regularly scheduled delivery, whether you remember or not!
- **Unrivaled Customer Service** — Just as you expect from Sharp Energy!

**CLICK HERE TO  
CHOOSE SMART CLUB** 

**STEP 3**

# Choose from 4 Great Payment Methods

**1****Mail Payment**

Send a check made payable to “Sharp Energy” to:

**Sharp Energy**  
**P.O. Box 829981**  
**Philadelphia, PA 19182-9981**

**New Remittance Address** — If you send payments through your bank, please use the address below:

**Sharp Energy**  
**P.O. Box 829981**  
**Philadelphia, PA 19182-9981**

**2****Credit Card Payments**

Sharp Energy accepts credit card payments from Visa, MasterCard and Discover Card.

**3****Direct Debit Payments**

If you believe you have a problem with your bill, you have 10 days from the statement date to resolve any discrepancies. If you believe everything is okay, you do not need to do anything at all — your account will automatically be debited on or about the 15th of each month. It’s that easy. Your next statement will reflect your payment, just as if you paid by check. Your monthly bank statement will also show the amount deducted from your account and paid to us. To sign up for Direct Debit, please contact your local servicing office.

**4****EFT Payment**

EFT Payment is an electronic funds transfer payment system. By signing up for automatic payment from your checking or savings account to Sharp Energy, you ensure your bill is always paid on time! Your payment is pulled the 15th of each month or the next business day. As always, please don’t hesitate to call with any comments, questions or concerns. We thank you for your business and allowing us to serve your propane needs.

**CLICK HERE TO LEARN MORE  
ABOUT PAYMENT METHODS**



# Is Your Home Protected?

*Get complete protection on your interior and exterior propane gas line that is damaged.*



We are pleased to offer you our Sharp Protection 365 Plan — an affordable plan no homeowner should be without. With our Sharp Protection 365 Plan you get complete protection on any interior and exterior propane gas line that is damaged.

## Did You Know?

- You can have a problem with the propane gas lines inside and outside your home anytime, anywhere.
- Repair of an outside gas line is most often the responsibility of the homeowner. If you have a problem, it could cost up to \$2,000 for the repair.
- Buried gas lines can be attacked by chemicals, roots from nearby trees and can be cut by all types of lawn equipment.
- Run outs can cause interruption of service. This can lead to damages to your home, costly repair and loss of personal time.



***To learn more about the Sharp 365 Protection Plan, please contact your local Sharp Energy office today!***

# Propane Safety

Propane has a strong, unpleasant smell like rotten eggs. Propane manufacturers add the smell deliberately to help alert customers to propane leaks, which can create a safety hazard.

If you smell a gas leak, take these safety steps from [sharpenergy.com/propane-safety](http://sharpenergy.com/propane-safety):

- **NO FLAMES OR SPARKS!** Immediately put out all smoking materials and other open flames. Do not operate lights, appliances, telephones or cell phones.
- **LEAVE THE AREA IMMEDIATELY!** Get everyone out of the building or area where you suspect gas is leaking.

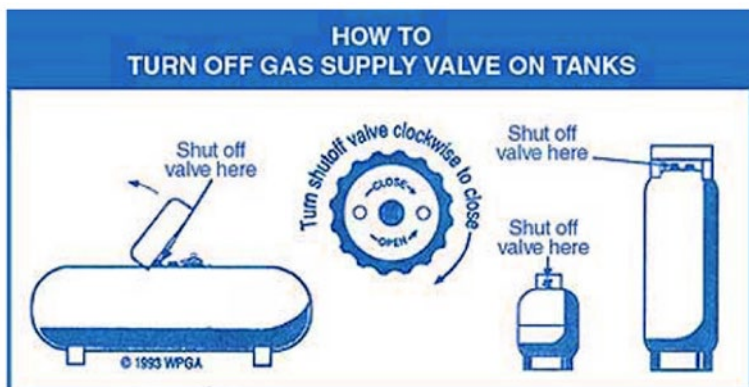


IMAGE 1: Areas on tanks where shut off valves are located.

- **SHUT OFF THE GAS.** Turn off the main gas supply valve on your propane tank if it is safe to do so. To close the valve, turn it to the right (clockwise). (See IMAGE 1)
- **REPORT THE LEAK.** From a neighbor's home or other nearby building away from the gas leak, call your propane retailer right away. If you can't reach your propane retailer, call 911 or your local fire department.
- **DO NOT RETURN TO THE BUILDING OR AREA** until your propane retailer, emergency responder or qualified service technician determines that it is safe.
- **GET YOUR SYSTEM CHECKED.** Before you attempt to use any of your propane appliances, your propane retailer's qualified service technician must check your entire system to ensure that it is leak-free.

If you are experiencing an emergency or concern, please contact us at **888-742-7740**

**CLICK HERE TO LEARN MORE ABOUT PROPANE SAFETY**



## Refer a Friend, Earn a \$50 Credit

Sharp Energy will reward you for helping your friends and family enjoy the benefits of being a new Sharp Energy customer. Use the button below to refer a new Sharp Energy heating customer and you will receive a \$50 credit on your account.

**CLICK HERE TO REFER A FRIEND** 

## Delivery and Service Areas

### **Dover, DE**

5011 N DuPont Hwy  
302-678-2400

### **Georgetown, DE**

22945 E Piney Grove Rd  
302-316-7000

### **Newark, DE**

250 Corporate Blvd, Suite B  
302-273-7060

### **Easton, MD**

9387 Ocean Gateway  
410-822-8261

### **Glen Burnie, MD**

1045 Dorsey Rd  
443-856-4570

### **Pocomoke City, MD**

648 Ocean Hwy  
410-957-1501

### **Salisbury, MD**

520 Commerce St  
410-410-4147

### **Pocono Lake, PA**

906 Route 940, Suite 110  
570-646-5626

### **Orefield, PA**

7205 Kernsville Rd  
610-530-1535

### **Belle Haven, VA**

36292 Lankford Hwy, Suite 11  
757-442-4328

### **Mattaponi, VA**

6560 Lewis B Puller Memorial Hwy  
804-294-7001

*We thank you for your business and allowing Sharp Energy to serve your propane needs!*

Follow us on Social Media!



**888-SHARP-40**  
**SharpEnergy.com**