

looking ahead to summer

It may still be cold outside, but it's never too soon to prepare for summer. How many times has this happened to you? You've invited a

group of friends or maybe the family, to come over for a barbecue. The food is cooking, the guests are arriving and suddenly you run out of propane.

Now someone has to go out and find a place where you can get a refill for your tank.



we bring the tank to your grill!

Thanks to Sharp Energy's **propane exchange program**, this never needs to happen to you again. When you sign up, you get propane cylinders for your gas grill delivered right to your home, either on demand or at designated intervals.

Our "**Premium Service**" guarantees that a new tank of gas will be delivered to your door

at intervals you decide on—monthly, every three months—whatever suits your lifestyle.

Or, you can sign up for our "**Blue Flame Service**," which lets you call us when you're ready for a new tank. If you choose this service, we recommend that you keep a second tank so you'll always have a full tank on hand.

Sharp Energy's propane exchange service takes the hassle out of grilling. You'll never have to struggle with a heavy tank or fight traffic and long lines for a refill. And, most important, you won't run out of gas.

you can't beat the price

This service isn't just convenient; the cost is reasonable too. Each clean, safety-inspected, 20-pound cylinder of propane we deliver costs you just \$17.95.

That's virtually the same price you would pay if you drove to pick up a tank yourself! You just can't beat the convenience.

Another convenience is that your propane charge is included in your monthly statement from Sharp Energy, so there are no separate bills to pay.

Remember, summer is just around the corner, and grilling time will be here before you know it. Imagine never having to lift a heavy tank again.

To sign up for our propane exchange program, please call us at 888-SHARP-40 or place your order online at sharpenergy.com/exchange.

We'll bring the
tank to your grill
for just
\$17.95!

IN THIS NEWSLETTER:

➡ save on energy costs

➡ take our online challenge

there before you need us

Perhaps you've seen our new slogan—*There Before You Need Us*—and wondered what exactly we mean. No, it doesn't mean we're lurking outside your door waiting for something to go wrong. What it means is simply this: Not only do we go the extra mile to bail you out in an emergency, but we also work hard to anticipate your needs in order to prevent emergencies in the first place.

Take our automatic delivery program, for example, which eliminates the hassle of having to monitor your tank yourself and call us for a delivery. Thanks to a computerized system that anticipates your fuel needs, based on weather conditions and past usage, you can rest assured we'll be there *before* you run dangerously low.

a sure supply

Another way we anticipate your needs is by keeping substantial supplies of propane in bulk storage facilities throughout Delmarva. This way we can ensure that all our customers across the peninsula are adequately served, regardless of weather or supply disruptions. We even have access to railway services, so in case there's a prolonged, local, supply disruption, we can access fuel from all over the east coast on up to Canada.

And in order to provide our unique brand of personal service throughout our extensive customer region, we've staffed our local offices with people from your area who make it a point to get to know you by name.

worry-free winter

Our goal is to take the worry out of your winter so you never have to wonder if your tank has propane. To ensure that peace of mind, we put our money where our mouth is for customers who are on automatic delivery, who have an account in good standing and who participate in either EasyPay or ProCap. If you do happen to run out, we'll give you 50 gallons of propane FREE!

and remember...

While customers of other energy companies in the region might keep their fingers crossed that their comfort provider will come through for them in an emergency, Sharp customers tend to *have fewer emergencies*. Why? Because we were *there before you needed us*.

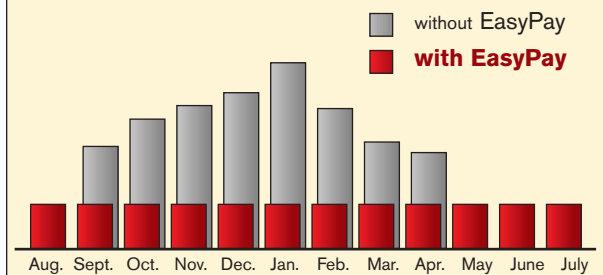
Bob Zola
President of Sharp Energy



two great ways to save on energy costs

Frigid temperatures and rising fuel prices can be a devastating combination for homeowners in our area. While we can't do anything about the weather, *we can* help you get the best price currently available

fuel bill comparison



and minimize your winter heating bills with our **EasyPay** and **ProCap** programs.

spread out your payments with EasyPay

With our EasyPay program, we divide your winter heating costs into 12 low, monthly payments. This protects you from getting hit with unexpectedly high fuel bills at the same time you're trying to pay your holiday shopping bills.

peace of mind with ProCap

Our two million gallons of *local* propane storage ensures you'll always have fuel available to you no matter how nasty the weather gets. It also enables us to be one of the only companies in the region that is able to offer a price cap for propane. When you take advantage of Sharp Energy's ProCap, **your price will never rise above the cap price**, no matter how high winter prices rise. And if market prices drop below the cap price, you'll pay the lower price.

EasyPay and ProCap are two more ways we're anticipating your needs every day. Enrollment in both programs opens again this summer. Watch for details.

take our online challenge!

You already know how replacing old, worn-out equipment can save you money on your energy bills. But did you know that replacing



electric heat pumps or water heaters with propane-powered models can maximize your savings? Plus, the federal government offers tax incentives on new, high-efficiency equipment.

Our online, *energy-savings calculator*

lets you compare the operating costs of propane equipment and appliances with the cost of operating appliances that are powered by other energy

sources. See for yourself how much propane could save you, not only on home heating and water heating, but also on cooking meals, drying clothes, heating swimming pools and fueling fireplaces.

With our website's new, interactive, home tool, you can see every spot of your home where propane can make a difference. Simply log on to sharpenergy.com, click on *residential* and go to our *online energy audit* under the *propane in the home* tab.

You may be surprised at how much propane can save *you* around the house. If you would like to switch an appliance to propane, please call us today.

bill paying made simple

While you are on our website, you can also check out our online payment page. When you pay your bill online, you can use your credit or debit card, saving time, stamps and money!

moving? please let us know

If you're planning on changing your residence or the amount of time you'll be spending in your residence, please give us a call.



keep us in the loop

If you know you are going to be in the home for more time or less than you do now, your fuel consumption will change. That's why we need to know. Examples of other factors that affect energy use include: a new fireplace, additions to your family, such as a new baby, or an extended visit by your in-laws.

Remember, the more we know, the better we can anticipate your fuel needs.

the **SHARP** edge: *a secure supply of propane at a fair price*

Count on Sharp Energy for a reliable source of propane at the best prices. We currently have two million gallons of aboveground storage capacity throughout the Delmarva Peninsula, a 20% increase since 2005. Plus, we continue to add capacity to keep pace with growing customer requirements.


Together with our large fleet of transport trucks and our unique rail capabilities, which ensure access to a broad range of suppliers, this makes us the *most dependable provider of propane in the region*.


Not only can we guarantee customers a reliable propane supply—regardless of weather conditions or local, supply shortages—but we also have unique purchasing strategies that ensure our customers always get the most

competitive prices. Our unparalleled storage capacity enables us to hedge our pricing to minimize the impact of market volatility and price fluctuations. With the help of our trading company in Houston, Tex., we can use various hedging tools to offer our customers the most favorable pricing programs available.



Joe Cummiskey, propane purchasing manager

 peace of mind
with ProCap
and EasyPay

 propane does
more for less

earning your loyalty with responsive, caring service

One of the most important aspects of providing outstanding service is to take care of our customers in every way we can. That means treating customers the way we would want to be treated.

Our customer service team is trained to answer questions ranging from billing and orders to installation and service, and they will always go out of their way to help you. Our goal is to resolve your issue in one phone call. Being your local energy company means not only a *fast* response but a personal one.

The entire team, from our customer service representatives to our servicemen, goes to great lengths to help you.

For example, since we know many of our customers by name, we try to look

after those who may need a little extra attention. A number of our customers are senior citizens, and we hear from many of them regularly. If it has been a while since we've heard from one of them, we'll pick up the phone and give them a call.

Here is another example. A customer wrote to thank us for our understanding after his wife was in a car accident. The accident had taken a real toll on their finances. We reviewed their account and because of an excellent payment history, we were able to reduce the customer's monthly EasyPay payment, giving him some breathing room.

Today's complex world poses challenges for us all. If we can make your life a little easier, we're glad to do it.



helping our neighbors

As a local energy company, we relish the opportunity to help others. Our employees are trained to get to know customers, and sometimes they find out about their troubles—a grandparent raising three young kids or a single parent overwhelmed by expenses, for example. In addition, to assisting these customers with their home comfort needs, our employees often pitch in to buy diapers and other essentials.

One customer wrote: *"Thank you to all the staff at Sharp Energy for your kindness and generosity during what has been a trying time for me and my new additions to the family. At times, I didn't think I would make it and at times I thought I couldn't keep going, but your kindness has taught me that there are still people out there who care."*

We think it's important to care. That's why we regularly participate in projects such as Toys for Tots, the March of Dimes Walkathon and Operation Warm (which provides coats for local children). We're your neighbor, and we're always here to help.

**Left to right:
Connie Ridgeway,
Geri Murray
and Karen Brown,
customer service
representatives**

