Welcome to the Sharp Energy Family

SHARP ENERGY

sharpenergy.com

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 locally operated service centers, conveniently located in Delaware, Maryland, Virginia, Pennsylvania, North Carolina and Florida.

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 refer to us.

To ensure you receive the lowest price for your particular situation, Sharp Energy offers pricing programs such as ProCAP Price Protection and Smart Club. As an added benefit we also offer Easy Pay Budget Plan, automatic direct debit and 24/7 online account access. Contact your local office for details and to determine which options best suit your needs.

Over the years, our customers have trusted Sharp Energy for their propane service. We are committed to maintaining our "customer first" culture and continually strive to exceed your expectations.

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

22945 E. Piney Grove Road | Georgetown, DE 19947 | 302.316.7000 **sharpenergy.com**

STEP 1

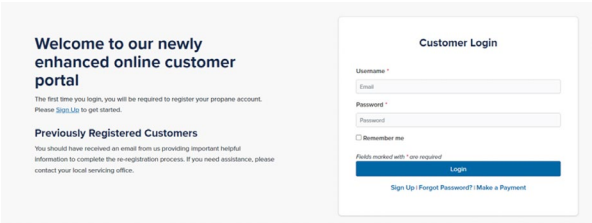
Create an Account

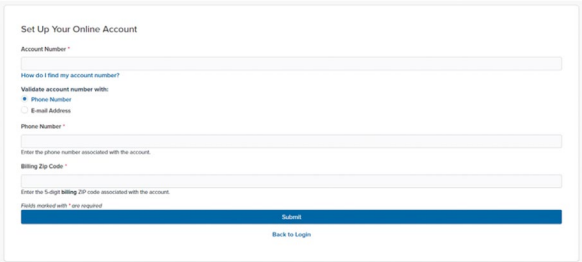
Sharp Energy is pleased to provide an amazing online customer portal for our customers!

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
- Automatic payment enrollment information
- 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 **myaccount.sharpenergy.com** and select Sign Up.

2 Complete the section shown by entering your Propane account number, primary account phone number or email address and Billing Zip Code.

3 Complete setting up your online account.

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

CLICK HERE TO CREATE AN ACCOUNT

Need more information? Contact us today at **888.SHARP.40** or visit **SharpEnergy.com**

STEP 2

Money Saving Programs!

Sharp Energy has several programs to meet your propane needs.

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

Easy Pay Budget Plan

Avoid worrying about the timing of your deliveries and feel more relaxed when it comes to staying within your budget this season.

Choose the Easy Pay Budget Plan

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.

CLICK HERE TO CHOOSE EASY PAY

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

ProCAP Price Protection

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. ProCAP Price Protection puts you in control.

Choose ProCAP for SAVINGS

Live comfortably and worry-free all year long with ProCAP Price Protection 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! ProCAP Price Protection begins September 1st and runs through August 31st. An annual enrollment fee secures the lowest price.

Choose ProCAP for SECURITY

To provide you with ProCAP protection, we make purchase commitments for fuel from our suppliers so we can lock in a price. Our local propane storage ensures we have supply of fuel in each of our operating areas. All of this gives you the security you deserve as our customer.

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

CLICK HERE TO CHOOSE ProCAP

Smart Club

Protection from Inflated Winter Fuel Rates

Choose 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? 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. The Sharp Energy Smart Club helps to protect you when the weather is cold and the prices are high.

Smart Club — at a Glance:

Designed for customers that use propane for Hot Water, Fireplace, Generators and for Pool Heaters.

CLICK HERE TO CHOOSE SMART CLUB

STEP 3

Choose from 4 Great Payment Methods

1 My Propane Account

Sharp Energy is pleased to provide an online customer portal for customers! Enrolling is easy and you'll be able to: **pay your bill online**, have 24/7 account access, learn about money saving programs, enroll in automatic payment options, order propane, update contact information, request a service call, link and unlink accounts, view electronic statements and invoices, provide feedback, enroll in paperless billing and contact us. Sign up today at **myaccount.sharpenergy.com**.

2 Automatic Direct Debit Payments

Sign up for automatic payment from your checking or savings account to ensure your bill is always paid on time! Your account will automatically be debited on or about the 15th of each month. If you have questions about your bill, contact your local office within 10 days of the statement date. 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 Sharp Energy. Please visit **myaccount.sharpenergy.com** for enrollment information.

3 Credit Card Payments

Sharp Energy accepts credit card payments from Visa, Mastercard and Discover Card and you have the option to set up automatic credit card payments. These payments are processed on or about the 15th of each month using credit card information provided by you. One-time credit card payments can be made online by creating an account at **myaccount.sharpenergy.com**. One-time credit card payments made after 2 p.m. will be posted the next business day.

4 Mail Payment

Send a check made payable to "Sharp Energy" at:

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

Remittance Address

If you send payments through your bank, please use the address below:

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

CLICK HERE TO LEARN MORE ABOUT PAYMENT METHODS

Is Your Home Protected?

Get complete protection on your interior and exterior propane gas line.

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 protection against costly damages that could occur on any interior and exterior propane gas line.

Did You Know?

- You can have a problem with the propane gas lines inside and outside your home anytime.
- 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.
- Tank monitoring is included with your Sharp 365 enrollment. Remote tank monitoring helps avoid run outs that can lead to damages to your home, costly repairs 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**:

- **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.
- **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.

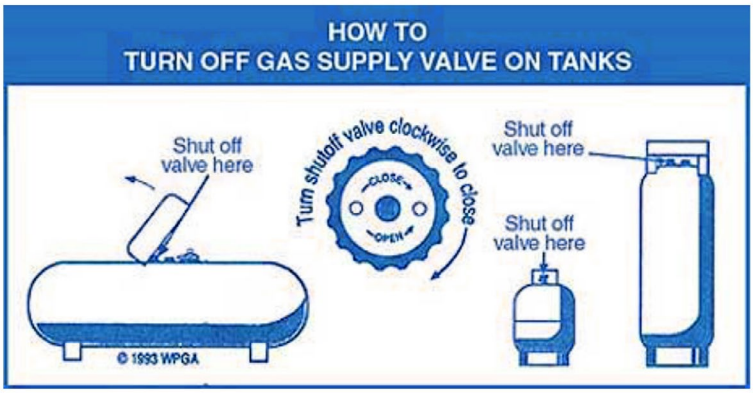


IMAGE 1: Areas on tanks where shut off valves are located.

- **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

Need more information on propane services and our delivery areas?

LEARN MORE

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

Follow us on Social Media!

Terms & Conditions

Billing Rights

We strive to conform to ADA guidelines to ensure accessibility for all users.
*If you experience issues, please contact us at **accessibility@chpk.com** for assistance.*