Welcome to the Sharp Energy Family

SHARP ENERGY

sharpenergy.com

Welcome to the Sharp Energy Family!

Dear Valued Customer,

Congratulations on the purchase of your new home. Sharp Energy is the propane supplier for your community and we look forward to serving you.

Please take a few moments to review the important information included on the safe use of propane. You'll learn what propane smells like, and if you should ever suspect a leak, you'll know exactly what to do. In addition, we offer a variety of options that can save you money and help manage your energy cost. These include:

ProCAP Price Protection: Specially designed to help our residential heating customers cap their price per gallon in the winter, when usage is high and prices may vary greatly.

Easy Pay Budget Plan: Customers can expect consistent monthly budget payments with no unexpected highs or lows. This is especially valuable during the winter when gas usage is usually the highest.

If you haven't signed up for these great programs, take a look at the literature included, check them out on our website at **sharpenergy.com** or simply call us. Our friendly and knowledgeable customer service representatives will be happy to explain which of these programs will best suit your needs. If you have any questions please do not hesitate to call us at 888.SHARP40 (742.7740).

We thank you for your business and wish you many happy years in your new home and community.

Most Sincerely Yours,

Sharp Energy

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

STEP 1

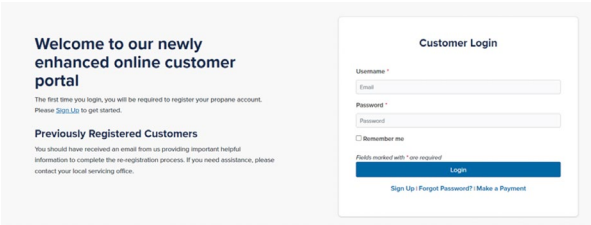
Create an Account

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

Enrolling is easy! Benefits include:

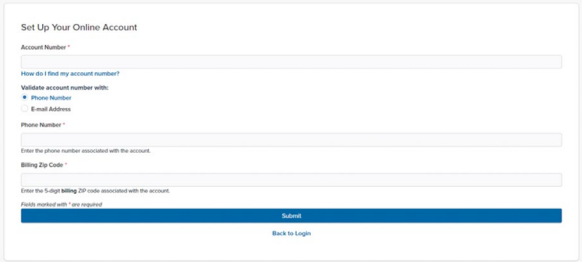
- 24/7 account access
- Order propane
- Request a service call
- View electronic statements & invoices
- Pay your bill online
- Enroll in paperless billing
- Enroll in automatic direct debit
- Update contact information
- Learn about money saving programs
- Link & unlink related accounts
- Provide feedback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

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

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. To sign up for direct debit, please enroll online at **myaccount.sharpenergy.com**.

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

Why Does It Have To Smell So Bad?

Propane gas is safe, reliable, convenient and it adds to our comfort of living, so why does it have to smell so bad? Propane gas is odorless by nature. For safety's sake, an odorant called mercaptan is added so that you will know if gas is escaping and recognize that a potentially dangerous situation may exist. Propane gas that has escaped may enter locations (including properties that don't have propane gas service) by migrating and entering through openings. So, if you ever detect a "rotten egg" smell in or near your home or place of business, please take the following precautions to help keep your family, friends and colleagues safe.

IF YOU SMELL GAS AND SUSPECT YOU HAVE A GAS LEAK, CALL YOUR LOCAL SERVICING DISTRICT IMMEDIATELY! Sharp CGS provides 24-hour emergency service every day of the year.

MARYLAND

Easton
410.822.8261

Rising Sun
302.273.7060

Pocomoke
410.957.1501

Salisbury
410.749.4147

DELAWARE

Dover
302.678.2400

Georgetown
302.316.7000

Newark
302.273.7060

PENNSYLVANIA

Honeybrook
484.514.9060

To be safe, please familiarize yourself, as well as the occupants of your home or business, with the odor and the safety measures listed below. If you suspect you have a leak, please follow these precautions:

- Do leave your home or building immediately.
- Do immediately call your local emergency number from a cell phone outside the home or building, or from a neighboring location to immediately report the suspected gas leak.
- Do not use your telephone, turn on or off the light switches, light a match or do anything that might create a spark or flame.
- Do not re-enter the building where the leak is suspected until emergency professionals give the O.K.

Please make sure that they can identify the smell of propane gas and follow the instructions above. If for any reason you or someone in your home or business cannot smell the odorant, we recommend that you purchase and install a gas detector.

Know what's below. Call 811 before you dig.

CLICK HERE TO LEARN MORE ABOUT PROPANE SAFETY

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.*

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