







Propane Gas: Why Does It Have To Smell So Bad?

Propane gas is safe, reliable and convenient, and it adds to our comfort of living, so why does it have to smell so bad? Propane gas is odorless by nature, so 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 can 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.

In case of a gas leak, 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 (listed on the right) 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.

Scratch and Sniff The Dot To Smell The Odor of Propane Gas!



Everyone residing in your home or working at your business should take this test for safety's sake. Please make sure 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.

IF YOU SMELL GAS AND SUSPECT YOU HAVE A GAS LEAK, CALL US IMMEDIATELY!

Sharp CGS provides 24-hour
emergency service every day
of the year.

IN MARYLAND

Easton	410.822.8567
Pocomoke	410.957.1501
Salisbury	410.749.4147

IN VIRGINIA

Belle Haven	757.442.4328
Chincoteague	757.336.6341

IN PENNSYLVANIA

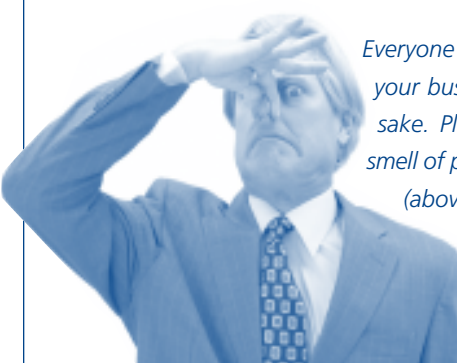
Allentown	610.530.1535
Honey Brook	610.273.9957

IN DELAWARE

Dover	302.734.1184
Georgetown	302.856.6648
Ocean View	302.539.4200

Pursuant to the Department of Transportation, Sharp CGS must inform each customer of the following information:

- All gas piping beyond the outlet side of the gas meter is considered customer-owned piping. Sharp CGS does NOT perform maintenance, or line marking in advance of construction, on or near customer-owned piping because it is considered the customer's responsibility.
- If the customer's buried piping is not maintained, it may be subject to the potential hazards of corrosion and leakage.
- Buried gas piping should be: **(A)** Periodically inspected for leaks; **(B)** Periodically inspected for corrosion if the piping is metallic; and **(C)** Repaired if any unsafe condition is discovered.
- When excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand.
- Plumbers and heating contractors can assist in locating, inspecting, and repairing the customer's buried piping.



Make **Budget Plan Enrollment and ProCAP** A Top Priority



Propane Gas Costs Have Increased In Past Years

As with most fuel costs, the cost of propane gas is anticipated to go up this winter. Despite the expected increases, propane gas is still one of the best values around. You can prepare for the expected increase in cost in several ways:

1. **Enroll in the Sharp Easy Pay (budget) program;**
2. **Conserve energy—install a programmable thermostat;**
3. **Contact Catholic Charities or Shore-up and apply for assistance early.**

Federal and State grants can be depleted so money is usually available on a first come, first served basis. When talking to these organizations, be sure to ask about Chesapeake Utilities' Sharing program for additional assistance.

Call Before You Dig. It's Easy and It's FREE!

811 is now the convenient number to remember to call if you are a homeowner. Play it safe before digging on your property. Call Miss Utility at least 48 hours in advance to locate and mark your underground gas or utility lines. Not only is it dangerous to dig near underground gas and utility lines, fines and repair fees can be imposed on those who do not call first.



Call 811

or visit the Miss Utility website at www.missutility.net

Enroll in the Easy Pay (budget) program for the upcoming winter. The Easy Pay (budget) program is the best way to avoid those high bills that usually arrive in the middle of winter. It also allows for you to anticipate what you will owe each month. You can also sign up for the ProCAP Price Protection Plan. ProCAP "caps" your propane price, even when cold weather or other factors drive up the market price. And, if the market prices drop, you pay the lower price! Be sure to sign up by September 1st. Call your local customer service representative to learn more about both Sharp Energy programs and enroll today.

New Ways to Use Propane Gas

Have you thought about some of the new ways you can use propane gas in your home or business? Propane gas generators for your home, outdoor ranges, heaters for your patio, and even tankless water heaters, are now available. For more information on how propane gas can improve your quality of living with clean burning, efficient propane gas in your home or business, visit www.usepropane.com. You can also contact us via the website, www.communitygassystems.com from the convenience of your home, 24 hours a day. Just click on "Contact Us" and you can send an e-mail inquiry that will be answered by a Sharp CGS Customer Service Representative.



Need Help With Your Bills?

Ask about the **Chesapeake SHARING Program.**

Sharp CGS and Chesapeake Utilities are working with Catholic Charities (Delaware) and Shore-up (Maryland) to help provide grants for our customers in times of need. In 2007 alone, over 230 grants totaling \$50,000 were provided to those in need on Delmarva.

If you are on a **fixed income** or are going through a temporary setback due to **unemployment** or **mortgage** issues, we may be able to help you with grants of up to **\$1,000**. Some of these grants can even be used for maintenance or replacement of your gas appliances.



To learn more, contact:

**Catholic Charities at 302.674.1782
or Shore-up at 410.749.1142**

Helpful Hints & Reminders

- *Need to get in touch with us? Mondays and Fridays are typically our busiest days. Call volume is the lightest Tuesday through Thursday, especially in the afternoons.*
- *Remember to turn bathroom exhaust fans off when not needed -- especially during the winter. The warm air is being pulled out of your house.*
- *All equipment after the meter, including house piping, is the responsibility of the homeowner.*
- *Please make sure your meter is visible and clear of any obstructions so emergency response crews can easily access it.*