



Customer Guide

**Natural Gas, Conservation,
Safety Tips and Ways to Save.**

DELAWARE DIVISION

**TOP
WORK
PLACES**

CHESAPEAKE
UTILITIES

chpkgas.com

SERVING THE DELMARVA PENINSULA FOR MORE THAN 160 Years

Chesapeake Utilities delivers safe, reliable, efficient and affordable natural gas throughout our region. We care about the communities we serve, and are here to fulfill all your natural gas needs.

FACTS ABOUT Natural Gas



ABUNDANT — The U.S. Department of Energy estimates the future supply of natural gas is enough to meet America's energy needs for more than 100 years.*



DOMESTIC — About 98% of the natural gas supply comes from North America.*



ECONOMICAL — Households that use natural gas for heating, cooking and clothes drying save an average of \$1,041 per year compared to homes using electricity for those applications.*



EFFICIENT — 92% of the gas retrieved at the source is delivered to customers compared to only 32% for coal-generated electricity.*



SAFE — The National Transportation Safety Board states that natural gas transmission and distribution lines are the safest form of energy transportation.*

*Source available upon request

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Take Action During a Natural Gas Emergency

Pure natural gas is odorless. An unpleasant odorant called mercaptan is added to natural gas, which creates a “rotten egg” smell. This smell may help you detect even the slightest gas leak.

If you smell gas or suspect a leak, take the following actions immediately:

1. Please evacuate upwind to a safe distance of at least 500 feet.
2. Once safely outside, call Chesapeake Utilities at **800.427.2883** (or dial **911**, if needed).
3. Do not reenter your home or business unit until an emergency responder or a Chesapeake Utilities qualified service technician determines it is safe to do so.

CHESAPEAKE UTILITIES EMERGENCY RESPONSE

Chesapeake Utilities has emergency services available 24 hours a day, seven days a week.

To report an emergency, call **800.427.2883**.

SAFETY AND RELIABILITY

The gas industry invests time and money into its natural gas pipelines to ensure safety and reliability. Natural gas has the safest record of all major transportation systems. Each year, the nationwide natural gas industry spends more than \$6 billion on safety alone.

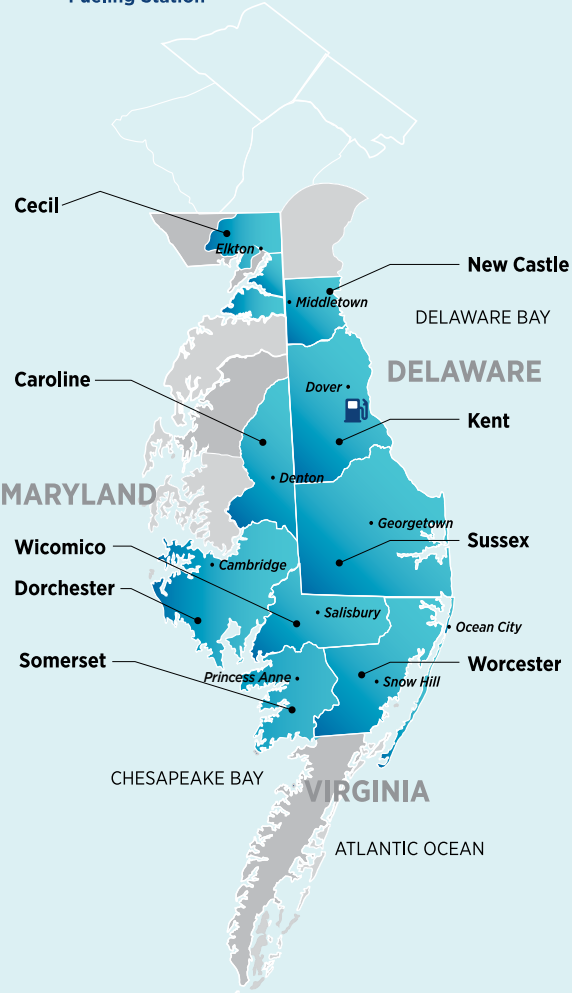
*Source available upon request

DELMARVA NATURAL GAS PRESENCE

Chesapeake Utilities owns and operates natural gas distribution lines on the Delmarva Peninsula as shown on the map below.

We deliver natural gas to homes, businesses and industries in the area.

-  **Energy Service Territory**
-  **Compressed Natural Gas Fueling Station**



Everyday Tips for Safety and Protection

ASK FOR IDENTIFICATION

All Chesapeake Utilities employees are required to carry photo identification cards. Before you allow a service person to enter your home, request to see their identification card.



INSTALLATION AND MAINTENANCE

Proper installation is crucial to gas equipment safety. We are responsible for ensuring that our equipment leading up to and including your gas meter is installed properly. It is your responsibility to ensure that all piping and equipment inside your home — from the outlet side of the meter and throughout your home — is working properly. For your safety, we suggest you use qualified technicians for work on any of the gas equipment inside your home. If you rent an apartment or home and have natural gas appliances and/or heating, ask your landlord to check the gas line connections annually.

TAMPERING

Your safety is important to Chesapeake Utilities. Tampering with Chesapeake Utilities' natural gas equipment is dangerous and also a crime subject to prosecution. Illegal connections or bypasses create dangerous conditions for both building occupants and neighbors. If you suspect intentional tampering with our equipment or gas theft, call **800.427.2883**. Your call will be kept confidential.

CALL BEFORE DIGGING

Miss Utility, a free utility location service, must be contacted at least 48 hours before you or someone else excavates or digs underground near your home. This ensures that gas and other public utility lines are located, and their locations are marked before breaking ground, in order to avoid damage. It is extremely dangerous to dig in the vicinity of unmarked, underground gas and utility lines. Fines and repair costs may be imposed on those who do not contact 811 first. Contact Miss Utility at the easy to remember number **811** or visit **MissUtilityDelmarva.com**.



Know what's below.
Call before you dig.

Start, Move or Change Your Service

APPLYING FOR SERVICE

You may initiate a new account or transfer an existing account by visiting our website, **chpkgas.com**, to access our online application. Contact Chesapeake Utilities Customer Service at 800.427.2883.

Our customer care representative will need to know:

1. Your name(s)
2. New service address
3. Billing address (if different)
4. Former service address
5. Best contact number
6. Social Security number or driver's license information
7. Date you wish to initiate service

In some cases, we may require a security deposit. Security deposits will be held and managed under the guidelines set by the Delaware Public Service Commission. Your security deposit, along with interest earned, will be returned to you after one year of service, provided you have paid 10 out of 12 bills on time. Interest earned is based on the rate prescribed by the Delaware Public Service Commission.

ARE YOU MOVING?

Please provide the disconnection date and your new billing address for the final bill.

BUILDING A NEW HOME?

We can continue to serve your natural gas needs in your new home. As you begin to plan and design your new home, give us a call so we can assist you, and your contractor with the installation of natural gas service from Chesapeake Utilities.



NAME OR BILLING ADDRESS CHANGE

To change your name or billing address, visit **chpkgas.com**, or call one of our customer care representatives at **800.427.2883**.

INTERRUPTION OF GAS SERVICE

If your gas service has been interrupted, please contact customer care. Someone at least 18 years or older will need to be present to reconnect your service. This will allow Chesapeake Utilities to gain access to your home upon restoration of service to light all of your gas appliances and check for proper operation.



Meter Reading and Integrity Checks

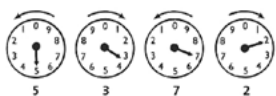
WHEN WE READ YOUR METER

Your bill is based on a reading taken once a month at your home or business by our meter readers. Our trained representatives are dressed in uniforms with the company logo and are required to carry a photo identification card. Please ask our representative for an identification card or call your local Chesapeake Utilities office for verification. Each meter reader is trained to read your meter accurately and to respect your property while performing this service. Expect to receive your bill soon after your meter is read. Your bill may vary each month due to energy usage, long and short months and holiday periods.

HOW TO READ YOUR METER

Reading your meter is much like reading a traditional clock. It may look a bit confusing because some pointers move in a clockwise direction, while others move counterclockwise. Either way, if the pointer is in between numbers, the lower number is the correct number. Read the dials from left to right. In the example below, the reading is 5372. If you have a direct dial meter, the actual numbers will be displayed, similar to the odometer on a car.

Your Gas Meter



Meter Reading Now: 5372

Last Month's Reading: 5252

Difference: 120



If you want to make a comparison of your energy usage month to month, simply subtract your last reading from the current month's reading. The difference

indicates how many units of gas you have consumed. Each unit of gas is equal to 100 cubic feet or 1 Ccf. To make an accurate comparison, read your meter on the same day each month that your meter reader performs the service.

ESTIMATED BILLINGS

Unusual conditions or the inaccessibility of your meter may prevent our meter readers from reading your meter. In such an event, you may receive an estimated bill.

If we have estimated your bill, the amount will be based on the quantity of gas used for a similar period of time, adjusted for current conditions. Your bill will indicate that it is an estimated reading. When we read your meter the next month, we will adjust your bill to reflect any amount over or under our estimate.



PERIODIC INTEGRITY CHECKS

Chesapeake Utilities will also visit your property periodically to perform an integrity check of your service line and meter. Our trained representatives

are dressed in company uniforms with a logo and are required to carry a photo identification card. Please ask our representative for their identification card or call your local Chesapeake Utilities office for verification. The meter is required to be protected from vehicular damage. Please contact Chesapeake Utilities if you have questions about protecting the meter.

To avoid estimated bills and allow us to perform periodic integrity checks, you can assist us by:

- ▶ Trimming brush and shrubs in front of your meter
- ▶ Keeping pets away from the meter reader's path
- ▶ Requesting that we move your meter before building decks or additions which may prevent our access
- ▶ Supplying a key for locked gate access



Delaware Residential Rates

Chesapeake Utilities natural gas rates and charges are filed with and approved by the Delaware Public Service Commission. Residential service is available throughout our service territory in Delaware. This type of service is available to any individually-metered customer using gas in a residential dwelling for space heating, cooking, water heating or any other domestic purpose. Residential rates are primarily based on two cost components: delivery service and gas sales service rates.

DELIVERY SERVICE RATE

Delivery service rate represents the costs associated with operating and maintaining Chesapeake Utilities distribution system facilities to deliver natural gas to your home. The rate structure for providing this delivery service to you is comprised of a monthly customer charge and a set of prices for the volume of gas used. There are two different sets of residential Delivery Service Rates depending upon your annual usage. RS-1 customers are those with annual usage of 240 Ccf or less. RS-2 customers are those with annual usage of more than 240 Ccf.

GAS SALES SERVICE RATE (GSR)

Gas sales service rate (GSR) represents the cost of the natural gas delivered to our system for use in your home. The GSR normally changes quarterly according to increases or decreases in the prices we are paying for natural gas. We make every effort to purchase gas at the lowest possible price for our customers. The rate is the cost we pay for the gas and does not include a profit or markup. You pay what we pay.

In addition, a customer's bill may include a charge for a franchise fee that has been imposed by the town or city in which the customer lives, and has been approved by the Delaware Public Service Commission. The franchise fee is charged for the use of the town's or city's public roads and right-of-ways to provide natural gas service to the town's or city's residents.

EXPANSION AREA - SOUTHEAST SUSSEX COUNTY

Residential as well as general service and medium volume commercial customers located within the expansion area in southeast Sussex County have a customer charge specific to this region.



This has been approved by the Public Service Commission to support economic expansions to and throughout this underserved area. Reference our tariff at chpkgas.com for more information.

Delaware Residential Rates

This sample illustrates an RS-2 customer's bill based on the usage of 120 Ccfs of natural gas in one billing period.

Delivery Service Rates

Customer Charge		\$ 13.50
First	20 Ccf @ \$0.595	\$ 11.90
Next	30 Ccf @ \$0.336	\$ 10.08
Next	70 Ccf @ \$0.149	\$ 10.43
120 Ccf Total		\$ 45.91

Gas Sales Service Rate (GSR)

120 Ccf @ \$0.938	\$ 112.56
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EDIT Credit

120 Ccf @ -\$0.0030	(\$ -0.36)
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Environmental Rider

120 Ccf @ -\$0.005	(\$ -0.60)
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Total Amount Due **\$ 158.17**

- ▶ **Underserved Area Rate (USA-R)** - A residential customer who resides outside of the Company's existing southeastern Sussex County expansion area, and whose cost for extension is uneconomical at standard tariff rates, may choose to pay the approved USA-R fixed monthly charge of \$39.00. This charge allows the Company to expand its distribution system to service the customer where it would otherwise be under standard tariff rates. If the project is economic utilizing USA-R rates, the customer can choose to accept service under the USA-R rates, or pay a Contribution In Aid of Construction (CIAC).
- ▶ **Community Gas Service (CGS) Rate** - This surcharge is applicable to customers in a specific community that has been acquired by Chesapeake Utilities and converted from propane gas to natural gas. The rate is established in order to make the conversion of the community economic so that other customers do not subsidize the cost of conversion. After a five-year period, the surcharge will be removed during the Company's annual rate class review period.



- ▶ **Excess Deferred Income Tax (EDIT)** – The purpose of this credit is to ensure the Excess Deferred Income Tax balance created due to tax changes in the Tax Cut and Jobs Act is returned to customers.
- ▶ **Distribution System Improvement Charge (DSIC)** – This surcharge recovers the cost of eligible distribution system investments that enhance quality, safety and reliability.

A copy of the Chesapeake Utilities Delaware Division's Natural Gas Tariff, which describes the rules and regulations associated with natural gas service, along with the appropriate rate schedules, is available for review. It can be found on our website at chpkgas.com. For commercial and industrial rates, please contact your local Chesapeake Utilities office.



Paying Your Bill

For your convenience, there are several ways to pay your utility bill, including:

NO-FEE OPTIONS



EZ-BILLING: Pay with your checking or savings account for free. By enrolling in EZ-BILLING, you can view bills and payment history, set up Auto Pay, configure email and text notifications and eliminate the need to write checks or travel to any of our authorized payment locations to pay your bill. If you are interested in EZ-BILLING, please visit **chpkgas.com**, click on “Sign into EZ-BILLING,” and follow the instructions to register.



BY MAIL: With each monthly bill, you will receive a window envelope. Mail either a check or money order with your account number written on either form of payment, along with the lower portion of your bill, to:

Chesapeake Utilities
P. O. Box 826531
Philadelphia, PA 19182-6531

For your own safety, please do not send cash.



RETAIL CASH PAYMENTS: We have a network of authorized payment locations that may be convenient for you. Please visit our website (chpkgas.com), and select the “PAY WITH EZ-PAY One-Time Pay” option. After you enter your account number, select the “Cash” option. Next, enter your zip code to find an authorized retailer’s location nearest you. A payment slip will be generated with a special bar code. Present this bar code via mobile device or printed slip to the retailer to scan. You will receive an email or text confirmation of your payment.



FEE-BASED OPTIONS



BY PHONE: Payments can be made by phone 24/7, in English or Spanish, by calling Kubra EZ-Pay at 1-833-77EZPAY (**833.773.9729**). Fees will apply.



ONLINE: Pay your bill online at **chpkgas.com**. Click “PAY WITH EZ-PAY” and you will be redirected to the secure Chesapeake Utilities EZ-PAY website, powered by KUBRA. Fees will apply.



Special Payment Options

BUDGET PAYMENT PLAN

If you are a residential service or general service customer and your account is in good standing, you qualify for our Budget Payment Plan that will spread out your winter heating bills. The enrollment period for the upcoming winter begins in July of each year. Beginning each September and ending in May, you can pay your winter natural gas heating bills in monthly installments. Your monthly payments will be based on the past consumption history at your service address. If needed, we may adjust your payment amount during the heating season. When you receive your regular monthly bill in June, you will either receive a bill for any additional amount owed or a credit for any overpayment. Please note that all monthly payments under this plan must be made by the scheduled due dates. For additional information or to sign up for the Budget Payment Plan, visit our website, chpkgas.com, or call 800.427.2883.

ALTERNATE PAYMENT OPTIONS

Chesapeake Utilities is here to help. If you are experiencing difficulty paying your gas bill, please call us. Our customer care representatives may be able to assist you, locating energy assistance or connecting you with available budgeting programs.

SEASONAL BILLING ADDRESS

If you plan to be away from your service address for an extended period of time, you may have your billing address temporarily changed. Simply notify us before your departure to have your natural gas bill forwarded. Then contact Chesapeake Utilities before you return on our website, chpkgas.com, or call customer service at 800.427.2883.



Special Assistance Programs

CHESAPEAKE UTILITIES SHARING PROGRAM

Sharing Program Applications

Our Sharing Program helps our customers who may need financial assistance with their heating bills. If you are elderly, disabled or live on a fixed income, the Sharing Program may provide a grant toward your heating bill each calendar year.

You may apply for this Chesapeake Utilities sponsored program through your local Energy Assistance Office, listed to the right. To learn more, visit **ChesapeakeSharing.com**.



Donations – Chesapeake Utilities Sharing is funded by donations from Chesapeake Utilities' customers, employees and corporate sponsors. Please contact a customer care representative about enrolling in the Sharing Program to make a monthly contribution, or if you would like to make a one-time tax-deductible donation, please mail your contribution to:

Chesapeake Utilities Sharing
32145 Beaver Run Drive
Salisbury, MD 21804

Please do not send cash.



PUBLIC ASSISTANCE PROGRAMS

Energy assistance is available to income-eligible families in our service territories. Applications are available at the following locations:

Chesapeake Utilities Sharing Program

32145 Beaver Run Drive, Salisbury, MD 21804
ChesapeakeSharing.com

Kent & New Castle Counties:

Catholic Charities
2099 S. DuPont Highway, Dover, DE 19901
302.674.1600

Sussex County:

Catholic Charities
406 S. Bedford Street, Georgetown, DE 19947
302.856.6310

Additional assistance may be available by contacting:

Division of Economic Services (Social Services)

New Castle County: 302.696.3120
Kent County: 302.857.5000
Sussex County: 302.856.5340

Georgetown State Service Center

546 S. Bedford Street, Georgetown, DE 19947
302.856.5574

The Salvation Army - Sussex County

601 N. Dual Highway, Seaford, DE 19973
302.628.2020

Laurel Service Center

31039 N. Poplar Street, Laurel, DE 19956
302.875.8402

Bridgeville Service Center

400 Mill Street, Bridgeville, DE 19933
302.337.8261

Community Action Agency

308 N. Railroad Avenue, Georgetown, DE 19947
302.856.7761



Termination Policies and Service Fees

SERVICE TERMINATION POLICIES

In compliance with the Delaware Public Service Commission's regulations governing interruption or service termination, Chesapeake Utilities may disconnect service for any of the following reasons with or without prior notice:

WITHOUT PRIOR NOTICE

- ▶ If Chesapeake Utilities' personnel find hazardous conditions pertaining to the Company's equipment or service on the customer's property.
- ▶ If equipment usage may adversely affect Chesapeake Utilities' equipment or service to other customers.
- ▶ If tampering or unauthorized use of service is found with the Company's property or equipment.

WITH PRIOR NOTICE

As in a case of impending termination of service, Chesapeake Utilities will forward a printed disconnect notice by first-class mail to the customer's billing address in which the account is held. This process usually allows the customer up to 14 days to respond before disconnection. Upon notice, we may disconnect service for the following reasons:

- ▶ Nonpayment of bills, security deposit or special agreements
- ▶ Denial of access of Chesapeake Utilities personnel to Company property on customer's premises
- ▶ Failure to comply with the rules of the Delaware Public Service Commission or Chesapeake Utilities

TERMINATION WITH FIVE DAYS' NOTICE

Service may be terminated within five days if application for service was made to Chesapeake Utilities in an unlawful manner including: fictitious name, without disclosure or misrepresentation of a material fact, attempt to defraud the Company or attempt to avoid payment of an outstanding bill.

TERMINATION OF SERVICE

Service is typically disconnected during normal working hours, Monday through Friday. Chesapeake Utilities will not terminate service during the winter heating season from November 1 through March 31, unless reasonable steps have been taken by the Company to ensure that customers have the opportunity to act to avoid termination for nonpayment.

The utility employee scheduled to disconnect service, do not accept payment of past due bills to avoid termination. Field technicians do not carry cash.

MEDICAL PRIORITY

If you have a serious illness, rely on life support equipment or require special assistance, Chesapeake Utilities will attempt to notify you by telephone or in person of termination procedures and solutions. It is your responsibility to make the Company aware of any special circumstances. If termination of gas service would adversely affect your health or recovery, please provide us with written certification from a licensed physician. Your certification must be updated routinely.

THIRD-PARTY AUTHORIZATION AND LANDLORDS

As a Chesapeake Utilities customer, you may have the option to give authorized parties access to receive full information regarding your account. However, authorized agents are not able to disconnect your current service, establish a new one or make other changes to your account.



Termination Policies and Service Fees

LANDLORDS

We understand the importance of providing proper notification of service disconnects and of communicating account-holder activities with housing management. To simplify this process, documents can be found on our website or by contacting Customer Care at **800.427.2883**.

RECONNECTION PROCEDURES

Service will be reconnected after conditions have been resolved and the reconnection fee has been paid. Gas service cannot be restored unless an adult (18 years or over) is present in the home. If customers believe their service has been interrupted improperly or is scheduled to be disconnected without valid cause, they may contact Chesapeake Utilities in writing or by telephone.



SERVICE FEES

A \$20 service fee will be assessed to your account for an insufficient funds payment. If we receive two insufficient funds payments, we will no longer accept personal checks as payment for your account. Cash, certified checks, money orders or credit cards will be required as payment for at least one year.

MISCELLANEOUS CUSTOMER CHARGES AND CREDITS:

- \$35** Reconnection scheduled for the next business day or thereafter during normal working hours
- \$60** Same-day reconnections and any reconnections scheduled outside of normal business hours
- \$17** Collection fee for balances collected in the field
- \$35** Reconnection charge
- \$17** Change of account charge
- \$35** Failed trip charge

SEASONAL RECONNECTION CHARGE

Please contact a customer care representative at **800.427.0015** for fees.

Please reference our tariff at chpkgas.com as rates and terms are subject to change with Delaware Public Service Commission approval.



Ways to Reduce Energy Costs

HEATING

- ▶ Set the heating thermostat at 68 degrees Fahrenheit or below for energy savings. Lower to 60 degrees if away for a few days. Lower to 55 degrees if away longer. Set the thermostat back at night while sleeping.
- ▶ Check the furnace filter monthly and change or clean it if dirty.
- ▶ Clean warm-air registers, baseboard heaters and radiators as needed, and make sure they are not blocked by furniture, carpeting or draperies.
- ▶ Have your heating system checked once a year by qualified service technicians.

LAUNDRY

- ▶ Wash and dry full loads instead of partial loads for savings.
- ▶ Use cold and warm settings on your washer as much as possible.
- ▶ Remove lint from the dryer vent after each use.
- ▶ Look for energy-efficient appliances when replacing your current models.

COOKING

- ▶ Use a medium or low flame when cooking.
- ▶ Match the size of your flame to the size of your pan.
- ▶ Keep burner surfaces clean for more efficient operation.
- ▶ Avoid blocking circulation of heat. Do not place foil in the bottom of the oven or on oven racks.

WATER HEATING

- ▶ Keep your hot showers as short as possible. On average, a five-minute shower uses 10 gallons of water and a bath uses 15-25 gallons.
- ▶ Set your water heater on 140 degrees if you have a dishwasher, but lower to 120 degrees (low to warm) if not. Use the “vacation” setting when away for long periods of time.
- ▶ Install low-flow showerheads to decrease your hot water usage.
- ▶ Repair leaky faucets.



How May We Help You?

Chesapeake Utilities is available to address any questions regarding your natural gas service. We encourage you to visit chpkgas.com, or contact our Customer Care team at 800.427.2883.

If you require additional assistance, please feel free to contact:

Consumer Assistance Division
Delaware Public Service Commission
861 Silver Lake Boulevard
Cannon Building, Suite 100
Dover, DE 19904



Telephone: **302.736.7500**

Hours: **8:30 a.m. to 4:30 p.m.**

(except holidays/weekends)



Important Contact Information

IMPORTANT PHONE NUMBERS

- ▶ If you have an emergency, call:
800.427.2883
- ▶ If you have a question or wish to schedule service, call: **800.427.2883**
- ▶ Before you dig, call Miss Utility of Delmarva: **811**
- ▶ Delaware Public Service Commission:
302.736.7500

IMPORTANT WEBSITES

- ▶ Chesapeake Utilities: **chpkgas.com**
- ▶ Miss Utility: **MissUtilityDelmarva.com**

To learn more about how Chesapeake Utilities can provide dependable solutions for neighbors like you, check out our website at chpkgas.com.



chpkgas.com

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