



Customer Guide

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

**TOP
WORK
PLACES**

CHESAPEAKE
ELKTON GAS

elktongas.com

Proudly

SERVING ELKTON COMMUNITIES

Elkton Gas delivers safe, reliable, efficient and affordable natural gas within the city limits of Elkton, Maryland, and the surrounding community. 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. Leave the building by foot, and move at least 500 feet away from your home or building and upwind.
2. Once safely outside, call Elkton Gas at **866.281.6774** (or **911**, if needed).
3. Do not reenter your home or business until an emergency responder or an Elkton Gas qualified service technician determines it is safe to do so.

ELKTON GAS EMERGENCY RESPONSE

Elkton Gas has emergency services available 24 hours a day, 7 days a week.

To report an emergency, call **866.281.6774**.

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



Everyday Tips for Safety and Protection

ASK FOR IDENTIFICATION

All Elkton Gas 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 that 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 Elkton Gas. Tampering with Elkton Gas' 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 **866.281.6774**. 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 **missutility.net/maryland**.



**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, **elktongas.com**, to access our online application. Contact the Elkton Gas office for assistance.

Our customer care representative will need to know:

1. Your name(s)
2. New service address
3. Billing address
(if different than new service address)
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 Maryland 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 Maryland Public Service Commission.

ARE YOU MOVING?

Please provide 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 Elkton Gas.





NAME OR BILLING ADDRESS CHANGE

To change your name or billing address, visit **elktongas.com**, or call one of our customer care representatives at **866.281.6483**.

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 Elkton Gas 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 Elkton Gas 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

Your gas meter is an accurate, ruggedly-constructed instrument that measures the number of cubic feet of gas passing through it. Since the meter dials are not set back to zero when read, you can determine exactly how much gas was used by subtracting the last reading on the previous month from the present reading.

For example, assume your meter read 738 last month. This month's reading is 758. Your consumption was 20 units or 2,000 cubic feet since one unit is 100 cubic feet, calculated as shown on the chart to the right:

Present Reading	758
Past Reading	738
Difference	20

In compliance with the rules of the Maryland Public Service Commission, the Company will test all meters and replace as necessary. Upon request, the Company will test your meter to verify its accuracy, provided there were no previous tests within an 18-month period on the same meter. You may also request for the Maryland Public Service Commission to test your meter. This request must be made in writing to the Commission accompanied by a \$10.00 deposit. The deposit is subject to refund depending on the results of the test.

The gas meter and piping leading to it from the street are owned and maintained by the Company. To help us provide service, you must



allow Company representatives to access the meter for meter reading, inspection, maintenance, disconnection of service and emergencies.

Refusal to allow such access to our equipment will result in termination of 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.

Meters may include an electronic reading device allowing us to read the meter from a remote location.

PERIODIC INTEGRITY CHECKS

Elkton Gas 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 Elkton Gas for verification. The meter is required

to be protected from vehicular damage.

Please contact Elkton Gas 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 that may prevent our access
- ▶ Supplying a key for locked gate access

Billing Procedures

BILLING PROCEDURES

Your gas usage is billed monthly based on either actual or estimated meter readings. Normally your gas bill includes:

- ▶ Charges for the quantity of gas used
- ▶ The Purchased Gas Adjustment charge
- ▶ State Retail Sales Tax where applicable

A tax is assessed on the customer's gas usage by the state of Maryland in the form of sales tax on the dollar amount of the bill. The present rate is 6%. The Company collects this tax and forwards it to the proper jurisdiction.

There is no collection of sales tax on residential accounts. Your bill may also include:

- ▶ Past due and transferred payments
- ▶ Credits

When a residential customer uses gas for cooling or pool heating in the summer, all gas used per month during the months of May through October may be billed at a reduced rate per therm. Customers should notify Elkton Gas of any changes in their natural gas usage. Residential rate schedules are available upon request.

COMMERCIAL AND INDUSTRIAL CUSTOMERS

Commercial and industrial rates are available from Elkton Gas. Call Customer Care at **866.281.6483**.





RESIDENTIAL TARIFF RATES

Elkton Gas has the following residential tariff rates established with the Maryland Public Service Commission as of April 1, 2018. Rates defined by the schedule include:

- ▶ Customer distribution charge per month - \$5.75
- ▶ Distribution charge - \$0.33779 per therm (varies monthly for revenue normalization adjustments)

A therm is the unit of measurement determining your natural gas usage. The Revenue normalization adjustment (RNA) is within the distribution portion of the bill. This adjustment normalizes the effect of weather fluctuations and gas demand on customers' bills. When a residential customer uses gas for cooling or pool heating in the summer, all gas used per month during the months of May through October is at a rate of \$0.16093 per therm for distribution. In addition, there is a purchased gas adjustment cost, which changes monthly.

The Purchased Gas Adjustment

The purchased gas adjustment (PGA), established with the permission of the Public Service Commission of Maryland, provides for the collection or refund of increased or lowered prices which Elkton Gas must pay its suppliers to purchase gas. The Company recovers increases in the cost of purchased gas or reflects any decreases without the need for a formal, costly and time-consuming rate proceeding before the Commission. The costs included in computing the PGA are gas costs only and are on a dollar-for-dollar basis without any element of profit for the Company.

The PGA is included each month, whether an increase or decrease, as part of the amount the customer is billed.

The calculations supporting each month's PGA are filed with the Commission for review. The Commission checks for correct application of the accuracy of the PGA at an annual public hearing.

CUSTOMER-OWNED PIPING

Under federal and state regulations, Elkton Gas must maintain natural gas service lines leading up to and including the gas meter. Beyond the meter, the maintenance of any piping is the responsibility of the customer or property owner.

Sometimes, customers' piping may be underground. If customers do not maintain their underground gas lines, the piping may corrode and leak, causing a potential safety hazard.

This piping should receive periodic inspections for leaks and corrosion with repairs made as needed. Any unsafe condition should be repaired promptly. Most people do not have





below ground gas piping beyond their meters, but there are instances where this situation exists. If you rent or lease the property where you live, ask the owner to check the condition of the piping inside and the appliances connected to natural gas annually.

For example:

- ▶ Single-metered commercial or multiple-unit residential property
- ▶ Lines to industrial sites
- ▶ Outside gas lighting
- ▶ Gas heaters for a pool/hot tub
- ▶ Gas grills
- ▶ Detached structures with gas appliances

The above is only a partial list of these situations.

Plumbing and heating contractors may be able to assist you in locating, inspecting and repairing buried gas service lines. If you have any questions concerning your responsibilities, please contact Elkton Gas at **866.281.6483**.

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 **elktongas.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:

Elkton Gas

P. O. Box 826531

Philadelphia, PA 19182-6531

For your own safety, please do not send cash.



DROP BOXES: Conveniently pay with check or money order at our drop box located at:

► 125-B E. High St. Elkton, MD 21921



RETAIL CASH PAYMENTS: We have a network of authorized payment locations that may be convenient for you. Please visit our website (**elktongas.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 **elktongas.com**. Click “PAY WITH EZ-PAY” and you will be redirected to the secure Elkton Gas 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, please call 866.281.6483.

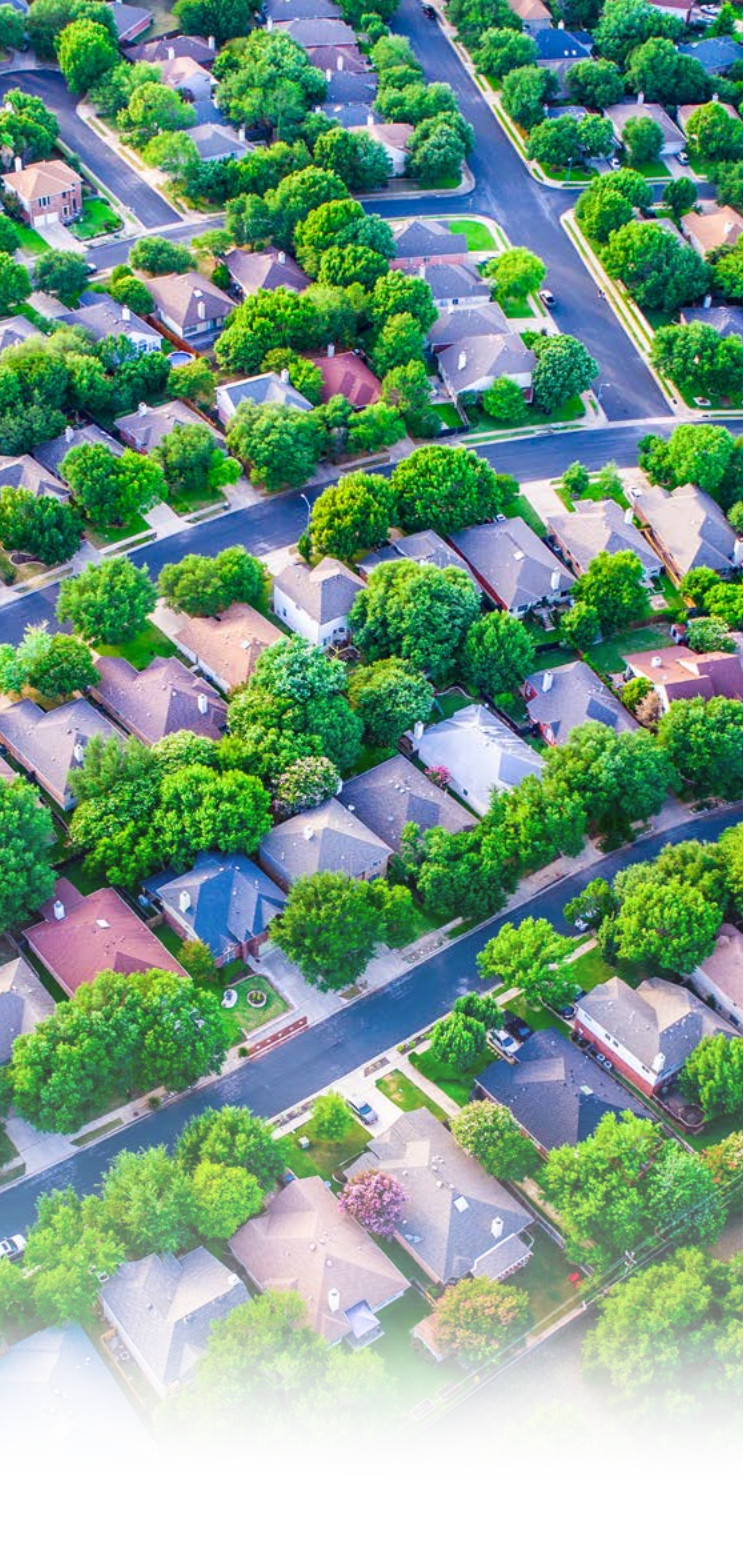
ALTERNATE PAYMENT OPTIONS

Elkton Gas 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 with setting up a payment plan, 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 your nearest Elkton Gas office before you return.







Special Assistance Programs

CHESAPEAKE UTILITIES SHARING PROGRAM

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.



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, on page 20.

To learn more, visit **[ChesapeakeSharing.com](https://www.chesapeakeutilities.com/sharing)**.



PUBLIC ASSISTANCE PROGRAMS

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

Maryland Energy Assistance Program (MEAP)

As a Maryland resident, you may qualify for special assistance with your winter heating bills. For more information or to apply to MEAP, please contact your local Energy Assistance Office. You can also visit benefits.gov.

Weatherization Assistance Program

If you qualify for MEAP, you may also be eligible for weatherization assistance to winterize your home. Ask if you qualify for the Weatherization Assistance Program when you apply to MEAP.

Utility Service Protection Plan

If you qualify for MEAP, you may also participate in the Utility Service Protection Plan. By complying with the payment terms of the agreement, you may be protected from service cutoffs year-round.

For more information on Maryland Public Assistance Programs please contact:

Cecil County Department of Social Services

135 E High St Elkton, MD 21921

410.996.0243

Utility Service Protection Program (USPP)

USPP is an even-month payment program developed for low-income families by the Maryland Public Service Commission and sponsored by your local utility.

You are eligible for USPP if you qualify for assistance from MEAP and agree to make the required payment each month. You may apply for the USPP when you apply for MEAP. If your service is already off, apply for assistance from MEAP and USPP. With USPP you will have no deposit or reconnection charges to pay, but you must pay any amount on your past due bill above \$400.

If you do not use gas as your primary heat source, you must pay the total bill for gas service.

If two payments are missed, you will be removed from the budget plan. You will receive notice on your next bill. Failure to pay the amount due within 14 days of the notice will render you liable for termination of service.

For additional information concerning USPP, you may call **410.996.0270**.

Special Assistance Programs

APPLICATION FOR SERVICE

The Company requires an applicant for gas service to provide the following information:

- ▶ Name, address, home telephone number, social security number or driver's license number
- ▶ The address of the premises for which gas service is requested
- ▶ The mailing address and telephone numbers of the applicant, if he or she is not an occupant of the premises
- ▶ The former gas service address of the applicant and the moving date, if applicable.

THIRD-PARTY AUTHORIZATION AND

LANDLORDS. As an Elkton Gas 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.

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, information can be found on our website or by contacting customer care.

RESIDENTIAL SECURITY DEPOSITS

Non-collectible final bills impose an unfair burden on those customers who do pay their bills. The purpose of a security deposit is to guarantee the payment of the final bills. The deposit is not intended to pay current bills, nor can it be used for that purpose.

Placing a deposit is one way in which an applicant for gas service may establish his/her credit. In lieu of a deposit, a new permanent residential applicant's credit may be established on the basis of any one of the following methods:

STABILITY OF EMPLOYMENT. The applicant has been in his present job for at least three years.



MILITARY SERVICE. The applicant is a member of the Armed Forces on active duty.

GOOD PAYING HABITS. The applicant has been a customer of another utility in Maryland during the last two years, owes no outstanding bills, has had no terminations of service during the 12 months that service was provided, and has been late in paying bills no more than two times in the last 12 months that service was provided.

GUARANTOR. The applicant furnished a guarantor satisfactory to the Company. The guaranty will be in writing and shall be in force for one year or until credit is otherwise established.

SENIOR CITIZENS. An applicant 60 years or older is exempt from paying a security deposit. To qualify, the individual must provide proof of age, establish that the account is in the same name and that no overdue bills are owed to a utility company.

An applicant who was formerly a customer of the Company at another address may be required to place a deposit if the applicant had a poor payment record at the previous address or if the conditions under which the customer's credit was originally established have materially changed. When a deposit is requested from a residential customer, it will be an amount equal to two-twelfths of one year's gas bills. All deposits will earn simple interest at a rate established by the Maryland Public Service Commission. Deposits and accrued interests are automatically and promptly refunded after 12 months if no more than two late payments were made during that period and the account is not delinquent, or upon termination of service after all sums due have been deducted. Interest is subject to refund each year upon request. Deposits will also be refunded at the request of a customer who is 60 years or older, presents satisfactory proof of age and has no outstanding bill.

If you have no deposit with us, as a customer, you may be required to place a deposit if your gas has been disconnected for nonpayment, or if payment of an overdue bill is not received by the expiration date of a turn-off notice rendered to you. A deposit will be billed and is due with the first month's bill. For deposits in excess of \$50, arrangements may be made to pay over a period of time.

Non-Residential Security Deposits

An applicant for non-residential service may establish credit by one of the following methods:

GOOD PAYING HABITS. The applicant has been a customer of another utility in Maryland for at least 12 months during the last two years, owes no outstanding utility bills, has had no termination of service during the last 12 months that service was provided and has been late in paying bills no more than two times in the last 12 months that service was provided.

STABILITY OF BUSINESS. A business entity must have been actively engaged in its current business for at least four years with a satisfactory account record.

GUARANTY OR BOND. The applicant furnished a guarantor satisfactory to the Company or provides a satisfactory letter of credit or bond. Any guaranty shall be in writing and shall be in force for six years or until credit is otherwise established.

DEPOSIT PAYMENT. The amount of deposit from non-residential applicants will not exceed the maximum estimated charge for service for two consecutive billing periods. Deposits of \$100 or more may be paid in installments over a period of at least eight weeks.

All deposits will earn simple interest at a rate established by the Maryland Public Service Commission. Deposits and accrued interest are automatically and promptly refunded after 12 months if no more than two late payments were made during that period, the account is not delinquent or upon termination of service after all sums due have been deducted. Interest is subject to refund each year upon request.

If you have no deposit with us as a customer, you may be required to place a deposit if your gas has been disconnected for nonpayment, or if payment of an overdue bill is not received by the expiration date of a turn-off notice rendered to you.





NORMAL SERVICE TERMINATION

If you are moving and want us to disconnect the gas service at your house, please inform us at least 48 hours in advance or we may not be able to disconnect your gas service on the day specified. We perform normal termination of service during working hours, Monday through Friday.

Termination Policies and Service Fees

You are subject to termination of service after prior written notice is given by the Company for any of the following reasons:

- A.** Violation of or noncompliance with the applicable rules of the Maryland Public Service Commission or the Company's tariff as filed with the Commission.
- B.** Nonpayment of your bill.
- C.** Failure to provide access to the Company's meter and equipment located on or in your premises.
- D.** Failure to make payment in full for a meter deposit required by the Company.
- E.** Refusal to service equipment, or to obtain permits, certificates or right-of-way specified by the Company as a condition to obtaining service.
- F.** The Company may also deny service or disconnect service during the first 30 days of service if the application for service is made:
 - (1) in a fictitious name;
 - (2) in the name of a third party without his/her authority or without disclosing his/her actual address;
 - (3) in the name of one co-occupant if another co-occupant, with whom the applying co-occupant was residing at the time of prior service, has an outstanding bill; or
 - (4) in any other way to conceal or misrepresent a material fact to assist another individual in avoiding payment of his prior outstanding bill.





Service may be terminated without notice if:

- ▶ The Company determines that a hazardous condition exists on your premises.
- ▶ You tamper with the Company's equipment.
- ▶ There has been unauthorized use of service by any method.
- ▶ You use equipment which adversely affects Company equipment or service to others.

If you or anyone permanently residing in your home is seriously ill or relies upon life-support equipment, we will not terminate your service during such illness or reliance on such equipment provided you:

- A.** Have a licensed physician certify by telephone (followed within three days by written certificate) or in writing no later than the scheduled date of termination of service that you or a person permanently residing in your home is seriously ill or relies upon life-support equipment and that termination of service will aggravate an existing serious illness or prevent the use of life-support equipment; and
- B.** Promptly enter into an agreement with the Company for the payment of unpaid bills and current amounts due for service.

If you or anyone permanently residing in your home is 65 years old or older or handicapped, you should notify our office no later than the scheduled date of termination of service so that we may inform you of possible sources of financial assistance and of the availability of alternate payment plans.

If you wish to dispute a past due bill in connection with a proposed termination of service, you must follow the complaint procedure described below. We will not terminate your service while you dispute some portion of a past due bill if the undisputed portion of the bill is paid.

Our representative sent to make the turnoff of service is authorized to accept payment of the delinquent amount of your bill.

Customers who have had their gas service disconnected for nonpayment must pay the delinquent amount in full and must pay a deposit plus a reconnection fee. The reconnection fee during regular Company working hours is \$30, and \$45 after normal hours and on weekends and holidays. The reconnection fee is subject to change with Maryland Public Service Commission approval.

INQUIRY, SERVICE AND COMPLAINT PROCEDURES

If you have a question or a complaint, you should call 866.281.6483. Trained representatives are available during normal business hours to assist you in such matters. It is helpful if you gather all pertinent facts and papers before making an inquiry by phone or in writing. Have your account number, bills and previous correspondence ready. Generally, problems can be solved with just one contact, but if your problem requires more investigation than the customer care representative can provide, it will be referred for prompt resolution.





Other charges, however, must be paid according to the normal schedule for payment. After investigating the billing dispute thoroughly, you will be informed of the findings. If you are still not satisfied, you may contact the Consumer Assistance Section of the Maryland Public Service Commission for further review.

The Commission's address is:

Office of External Relations

William D. Schaefer Tower
6 St. Paul Street
Baltimore, MD 21202-6806
Online: psc.state.md.us/psc
Phone: **800.492.0474**

Hearing-impaired customers may use the TTY/TDD **800.201.7165** phone system.

Business Hours: 8 a.m. to 5 p.m., Monday through Friday, except holidays.

SERVICE

Please contact a certified plumber or contractor for replacement or repair of natural gas pipes inside your home and for natural gas appliance repair and/or replacement. If you smell gas, leave the area on foot immediately and call us at 866.281.6774.

GAS APPLIANCE SAFETY

We strongly advocate that all of your gas appliances be kept clean and in proper working order. Furnaces and other appliances need air to operate correctly so windows and doors near the furnace area should not be sealed tight.

Never store flammable materials near gas appliances, and be sure that chimneys serving furnaces, water heaters and other gas appliances are kept free of leaves and bird nests.

EXCESS FLOW VALVE

You may request the installation of an Excess Flow Valve (EFV) to your service line. If you do not qualify for an EFV, we will offer to install a curb stop. You will not be required to pay the material cost of the EFV or curb stop itself, however, you will be required to pay all EFV or curb stop installation costs associated with such installation if:

1. The Company has not scheduled the Customer's premises for a service line replacement or a new service line; or
2. The customer requests the installation prior to the Company's scheduled installation time.



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 thermostat back at night while sleeping.
- ▶ Check 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?

Elkton Gas and Chesapeake Utilities are available to address any questions regarding your natural gas service. We encourage you to visit elktongas.com or contact our customer care team at 866.281.6483.

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

Consumer Assistance Division
Maryland Public Service Commission
6 St. Paul Street, 16th Floor
Baltimore, MD 21202



Telephone: **800.492.0474**

Hours: **8:00 a.m. to 5:00 p.m.**

(except holidays/weekends)



Important Contact Information

IMPORTANT PHONE NUMBERS

- ▶ If you have an emergency, call:
866.281.6774
- ▶ If you have a question or wish to schedule service, call: **866.281.6483**
- ▶ Before you dig, Miss Utility: **811**
- ▶ For safety and training, call: **302.213.7482**
- ▶ Maryland Public Service Commission:
800.492.0474

IMPORTANT WEBSITES

- ▶ Elkton Gas: **elktongas.com**
- ▶ Miss Utility: **missutility.net/maryland**
- ▶ Chesapeake Utilities: **CHPKgas.com**

To learn more about how Elkton Gas can provide dependable solutions for neighbors like you, check out our website at elktongas.com.



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