



WHAT PAYMENT OPTIONS ARE AVAILABLE?

Once you receive your new account number, you have several payment options for your convenience:

- ▶ **EZ-BILLING** is available through our website. Use your checking or savings account to process your payment without any fees. **It's free!** You may also use this option to:
 - ▶ Set up auto-payments
 - ▶ Choose paperless billing
 - ▶ View your bills and make payments
 - ▶ Receive notifications
- ▶ **EZ-PAY** is also available through our website. Use your credit or debit card to process your payment for a fee of \$2.25 per \$750.
- ▶ **To Pay by Phone** - Call Elkton Gas 866.281.6483, follow the prompts to make a payment using a credit or debit card. Fees are \$2.25 per \$750.
- ▶ **Western Union** - Visit www.westernunion.com for participating retailers in your area.
- ▶ **To Pay in Person with cash** - Go to www.elktongas.com and select the EZ-PAY button. Enter the new account number and choose the payment option of cash. Follow the instructions to print your pay slip for use at the retailer closest to you. **It's free.**
- ▶ **Mail payments to: (no cash payments)**
 Elkton Gas
 PO Box 826531
 Philadelphia PA 19182-6531

WILL ENERGY ASSISTANCE BE AVAILABLE TO HELP WITH MY BILLS?

Yes. Here are the programs that are currently available:

▶ **MEAP (Maryland Energy Assistance Program)**

135 E High St
Elkton, MD 21921
410.996.0270

▶ **CHAP (Cecil Heating Assistance Program)**

The Salvation Army is involved with the CHAP program.

135 E High St
Elkton, MD 21921
410.834.0643

▶ **Immaculate Conception Outreach**

Immaculate Conception coordinates with several other area churches to provide assistance.

455 Bow St
Elkton, MD 21921
410.398.1100

▶ **Cecil County Dept. of Social Services**

135 E High St
Elkton, MD 21921
410.996.0243

NEED FURTHER ASSISTANCE?



Call **866.281.6483**
or
visit **www.ElktonGas.com**



FAQ

FREQUENTLY ASKED QUESTIONS



A Subsidiary of



Chesapeake Utilities Corporation ("Chesapeake Utilities") is an energy delivery company publicly traded on the New York Stock Exchange under the ticker symbol "CPK" (NYSE:CPK). Chesapeake Utilities is not, nor has it ever been, affiliated with Chesapeake Energy Corporation.

DO YOU WANT TO LEARN MORE ABOUT EZ-PAY AND EZ-BILLING? Refer to the EZ-PAY and EZ-BILLING FAQ sheet included in your welcome packet.

WHO IS CHESAPEAKE UTILITIES?

Chesapeake Utilities Corporation is a diversified energy company focused on delivering outstanding service and attaining sustainable growth that generates long-term value for our employees, customers, investors, and other stakeholders. Our success in these efforts is due to our employees' relentless commitment to excellence, our comprehensive strategic planning and our disciplined financial analysis of growth opportunities. Information about Chesapeake Utilities Corporation's businesses is available at www.chpk.com. Elkton Gas joins the Chesapeake family which includes Chesapeake Utilities, Eastern Shore Natural Gas, Florida Public Utilities, Sharp Energy, Peninsula Pipeline Company, Sandpiper Energy, Aspire Energy and Marlin Gas Services. Welcome!

WILL I RECEIVE THE SAME SERVICE THAT I HAVE IN THE PAST?

Elkton Gas delivers safe, reliable and affordable natural gas to approximately 7,000 residential and commercial customers within a franchised area of Cecil County, MD. Elkton Gas will continue to operate out of its existing office with the same local personnel. Customers can expect to continue to receive the same high quality service that they have experienced with the local office and its team members. Elkton Gas has also been a long-term customer of Eastern Shore Natural Gas Company, an interstate transmission pipeline company that is a wholly-owned subsidiary of Chesapeake Utilities Corporation.

WILL THE PHONE NUMBER FOR ELKTON GAS CHANGE?

There is no change to the current phone number - Customer Service 866.281.6483. The automated menu options have changed.

WHO WILL ANSWER MY PHONE CALLS?

Our customer service department will be available to answer any questions.

WILL THE HOURS OF OPERATION STAY THE SAME?

The hours will be 8:00 a.m. to 5:00 p.m., Monday through Friday. **If you have a gas emergency, please call 866.281.6483.** We have someone to assist 24/7.

WILL MY BILL LOOK DIFFERENT?

Yes, your bill will be processed and printed with a new logo and format. We will be happy to help you navigate through your new bill.

WILL MY ACCOUNT NUMBER CHANGE?

Yes, your account number will be updated so that we can process your billing and payments in the new system. You will receive your new account number on your August bill or by contacting customer service.

WILL THE GAS RATES STAY THE SAME?

Yes. The rates and service charges will remain the same.

WILL I BE RECEIVING MY BILL AROUND THE SAME DATE AS IN THE PAST?

Yes. We are keeping billing periods the same.

WILL THERE BE LATE FEES?

No late fees will be billed. We will keep you informed as to when they will resume.

WILL THE COMPANY'S WEB ADDRESS STAY THE SAME?

Yes, you can access the website at www.ElktonGas.com. It has an updated look with our new logo and format. Through the website you will be able to request the following:

Make a Payment, Start Service, Stop Service, New Service Request, Transfer Service, Budget Billing Request, Refund Request and Payment Extensions Request - on the "My Account" page. Just scroll down to Online Request.

I'M CURRENTLY A BUDGET BILLING CUSTOMER. WILL A BUDGET PLAN BE OFFERED?

If you are a residential or commercial customer in good standing, you qualify for our Budget Billing Payment Plan that will spread out your winter heating bills. The enrollment period for the upcoming winter begins in July of each year. It's a nine-month budget billing season, 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 budget billing payment amount during the heating season. Going forward, when you receive your regular monthly bill in June, it will reflect any additional amount owed or a credit for any overpayment. All monthly payments under this plan must be processed by the scheduled due dates. If you would like to be on the budget billing plan, call customer care or visit our website to make the request.

I WAS PREVIOUSLY ENROLLED IN AUTOPAY, WILL MY PAYMENT STILL BE PROCESSED?

No. Any automatic payments that were set up on My Account, will not be processed for August and future payments.

I AM ALREADY ENROLLED IN AUTOPAY THROUGH MY ACCOUNT. WHY DO I NEED TO SIGN UP WITH EZ-BILLING?

Due to customer security and changing of payment vendors, we were unable to transfer your account information. Payments will now be processed using KUBRA, our third-party payment vendor. Payments will still be made to Elkton Gas.

Once you have your new account number, you can sign up through www.ElktonGas.com. Click on the EZ-BILLING button to create a new account, set up auto payments, and email or text notifications. **It's free**, no charge.