



# Customer Guide

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

**TOP  
WORK  
PLACES**

**SANDPIPER**  
ENERGY

[sandpiper-energy.com](https://sandpiper-energy.com)

# SERVING THE DELMARVA PENINSULA FOR MORE THAN 160 Years

Sandpiper Energy, a Chesapeake Utilities company, delivers safe, reliable, efficient and affordable natural gas and propane gas throughout our region. We care about the communities we serve, and are here to fulfill your natural gas and propane 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 spend 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.

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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 Sandpiper Energy at **800.427.0015** (or dial **911**, if needed).
3. Do not re-enter your home or business unit until an emergency responder or a Sandpiper Energy qualified service technician determines it is safe to do so.

## SANDPIPER ENERGY EMERGENCY RESPONSE

Sandpiper Energy has emergency services available 24 hours a day, 7 days a week.

To report an emergency, call  
**800.427.0015.**

## SAFETY & 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.

# MARYLAND NATURAL GAS & PROPANE PRESENCE

Sandpiper Energy distributes natural gas and propane gas to residential, commercial and industrial customers in Worcester County, as shown on the map below.



# Everyday Tips for Safety & Protection

## **ASK FOR IDENTIFICATION**

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



## INSTALLATION & 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 Sandpiper Energy. Tampering with Sandpiper Energy's natural gas or propane 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 **800.427.0015**. Your call will be kept confidential.

## MISS UTILITY

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 service by visiting our website, **sandpiper-energy.com**, to access our online application. Contact your nearest Sandpiper Energy office for assistance.

### **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 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 or propane 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 gas service from Sandpiper Energy.



## **NAME OR BILLING ADDRESS CHANGE**

To change your name or billing address, visit **[sandpiper-energy.com](https://www.sandpiper-energy.com)**, or call one of our Customer Care Representatives at **800.427.0015**.

## **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 Sandpiper Energy to gain access to your home upon restoration of service to light all of your gas appliances and check for proper operation.



# Meter Reading & 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 and are required to carry a photo identification card. Please ask our representative for an identification card or call your local Sandpiper Energy 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.



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

Sandpiper Energy 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 Sandpiper Energy office for verification. The meter is required to be protected from vehicular damage. Please contact Sandpiper Energy 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



# Sandpiper Energy Residential Rates

**Sandpiper Energy's natural gas and propane gas rates and charges are filed with and approved by the Maryland Public Service Commission. Residential service is available throughout Sandpiper Energy's service territory in Maryland. This type of service is available to any individually-metered customer using gas in a residential dwelling for heating, cooking, water heating or any other domestic purpose. Residential rates are primarily based on three cost components: Delivery Service, Gas Sales Service and System Improvement Rates.**

## **DELIVERY SERVICE RATE**

Delivery Service Rate represents the costs associated with operating and maintaining Sandpiper Energy's distribution system facilities to deliver natural gas or propane 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 three different sets of residential Delivery Service Rates depending upon your annual usage. RS-1 customers are those with annual usage equal to or less than 87 natural gas Ccf (or 35 propane gas Ccf). RS-2 customers are those with an annual consumption greater than 87 natural gas Ccf (or 35 propane gas Ccf) and equal to or less than 349 natural gas Ccf (or 139 propane gas Ccf). RS-3 customers are those with annual usage greater than 349 natural gas Ccf (or 139 propane gas Ccf).

## **GAS SALES SERVICE RATE (GSR)**

Gas Sales Service Rate (GSR) represents the cost of the natural gas and propane delivered to our system for use in your home. The GSR normally changes once a year due to increases or decreases in the prices we are paying for natural gas and propane. 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.

System Improvement Rate (SIR) represents the cost of converting the Sandpiper Energy distribution system to natural gas and the cost of converting customers' appliances and inside piping. It also covers the cost of the replacement of bare steel pipelines, which is required by the Maryland Public Service Commission. The SIR will change once per year on December 1 to reflect the recovery of these types of costs.

In addition, a customer's bill may include a charge for a franchise fee that has been imposed by the state of Maryland and/or by the town or city in which the customer lives, and has been approved by the Maryland 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.

Sandpiper Energy's tariff, which describes the rules and regulations associated with propane gas or natural gas service, along with the appropriate rate schedules, is available for review at **[sandpiper-energy.com](https://www.sandpiper-energy.com)**.





# Maryland Residential Rates

**This sample illustrates a residential customer's bill based on the usage of 110 Ccfs of natural gas in one billing period.**

## **Delivery Service Rates**

Customer Charge			\$ 6.50
Cons	100	@ \$1.982	\$ 198.20
SIR	100	@ \$0.403	\$ 40.30

## **Gas Sales Service Rate (GSR)**

100 Ccf @ \$0.948	\$ 94.80
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<b>MD State FRANTAX</b>	\$ 0.42
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<b>Other Charges</b>	\$ 00.00
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<b>Total Amount Due</b>	<b>\$ 340.22</b>
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# 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 [sandpiper-energy.com](http://sandpiper-energy.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:

**Sandpiper Energy**

**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 one of our drop box locations:

32145 Beaver Run Drive, Salisbury, MD  
500 Energy Lane, Dover, DE



**RETAIL CASH PAYMENTS:** We have a network of authorized payment locations that may be convenient for you. Please visit our website ([sandpiper-energy.com](http://sandpiper-energy.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 **sandpiper-energy.com**. Click “PAY WITH EZ-PAY” and you will be redirected to the secure Sandpiper Energy 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 800.427.0015.

## **ALTERNATE PAYMENT OPTIONS**

Sandpiper Energy 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 or propane bill forwarded. Then contact your nearest Sandpiper Energy office before you return.



# Special Assistance Programs

## 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** - Sandpiper Energy's parent company, Chesapeake Utilities, sponsors special-assistance programs in the service territory. Chesapeake Utilities Sharing is funded by donations from Chesapeake Utilities' customers, employees and corporate sponsors. If you would like to make a 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**

### **Chesapeake Utilities Sharing Program**

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

### **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](https://benefits.gov).

### **Weatherization Assistance Program**

If you qualify for MEAP, you may also be eligible for 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 about the Chesapeake Utilities Sharing Program or any of the Maryland Public Assistance Programs, please contact your local Energy Assistance Office:

### **Shore-Up, Inc.**

6352 Worcester Hwy., Newark, MD 21841  
410.632.2075

### **Worcester County**

#### **Department of Social Services**

299 Commerce Street, Snow Hill, MD 21863  
410.677.6800

***Additional assistance may be available by contacting:***

### **Joseph House**

812 Boundary Street, Salisbury, MD 21801  
410.749.4239

### **The Salvation Army**

407 Oak Street, Salisbury, MD 21804  
410.749.3077

### **Worcester County Gold (Giving Other Lives Dignity)**

299 Commerce St., Snow Hill, MD 21863  
410.611.6830



# Termination Policies & Service Fees

## **SERVICE TERMINATION POLICIES**

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

### **WITHOUT PRIOR NOTICE**

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

### **WITH PRIOR NOTICE**

As in a case of impending termination of service, Sandpiper Energy 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 Sandpiper Energy personnel to Company property on customer's premises
- ▶ Failure to comply with the rules of the Maryland Public Service Commission or Sandpiper Energy

## **TERMINATION WITH SEVEN DAYS' NOTICE**

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

## **TERMINATION OF SERVICE**

Service is typically disconnected during normal working hours, Monday through Friday. Sandpiper Energy 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, following identification to any occupants, may accept payment of past due bills to avoid termination. Field collectors do not carry cash.

## **MEDICAL PRIORITY**

If you have a serious illness, rely on life support equipment or require special assistance, Sandpiper Energy 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.



## 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 **800.427.0015**.

## 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 Sandpiper Energy Customer Care 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 & 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 [sandpiper-energy.com](http://sandpiper-energy.com) as rates and terms are subject to change with Maryland 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?

Sandpiper Energy is available to address any questions regarding your natural gas and propane gas service. We encourage you to visit [sandpiper-energy.com](http://sandpiper-energy.com), or contact our Customer Care team at 800.427.0015.

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

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



Toll-Free Telephone: **800.492.0474**

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:  
**800.427.0015**
- ▶ If you have a question or wish to schedule service, call: **800.427.0015**
- ▶ Before you dig, call Miss Utility of Delmarva: **811**
- ▶ Maryland Public Service Commission, Consumer Assistance Division: **800.492.0474**

## IMPORTANT WEBSITES

- ▶ Sandpiper Energy: **sandpiper-energy.com**
- ▶ Miss Utility: **MissUtilityDelmarva.com**
- ▶ Chesapeake Utilities: **CHPKgas.com**

*To learn even more about how Sandpiper Energy can provide dependable solutions for neighbors like you, check out our website at [sandpiper-energy.com](http://sandpiper-energy.com).*



[sandpiper-energy.com](http://sandpiper-energy.com)